

City of Greenfield

Sanitary System Management Plan

2020 Update



11/2020
Prepared by
Public Works Operations Manager
Arturo Felix

**CITY OF GREENFIELD CITY COUNCIL
RESOLUTION NO. 2021-04**

A RESOLUTION OF THE CITY COUNCIL APPROVING THE 2020 UPDATE TO THE CITY'S SANITARY SYSTEM MANAGEMENT PLAN AS REQUIRED BY THE STATE WATER RESOURCES CONTROL BOARD ORDER NO. 2006-003-DWQ

WHEREAS, on May 2006, the State Water Resources Control Board adopted Water Quality Order NO. 2006-003 which established the Statewide General Waste Discharge Requirements (WDR) for all publicly or private owned sanitary sewer systems within the State of California to prepare a Sewer System Management Plan (SSMP), and issued guidelines for the preparation of the SSMP; and

WHEREAS, pursuant to Water Quality Order No. 2006-003 and the statewide WDR, all public agencies that own and operate sanitary sewer systems greater than one mile in length must develop a Sanitary System Management Plan (SSMP) and to update and have its governing body approve its SSMP every five (5) years; and

WHEREAS, the City of Greenfield's initial SSMP was due August 2009 and its first five-year update was approved March 2015; and the next update was due August of 2019.

WHEREAS, the City Council must review and approve the City's 2020 update to the SSMP to ensure continued compliance with Water Quality Order No. 2006-003 and the Statewide General Waste Discharge Requirements.

NOW, THEREFORE, BE IT HEREBY RESOLVED by the City Council of the City of Greenfield that hereby approves the 2020 Sewer System Management Plan (SSMP) update,

PASSED AND ADOPTED by the City Council of the City of Greenfield, at a regularly scheduled meeting of the City Council held on the 23rd day of February 2021, by the following vote:

AYES, and all in favor, therefore, Councilmembers: Mayor Walker, Mayor Pro-tem Untalon, Councilmembers Martinez, Tipton and White

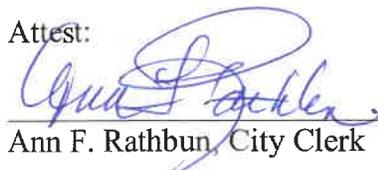
NOES, Councilmembers: None

ABSENT, Councilmembers: None



Lance Walker, Mayor

Attest:



Ann F. Rathbun, City Clerk

Document Change Order Record Control

This Sewer System Management Plan (SSP) is a living document that is anticipated change over time. This Document Change Order Control sheet is intended to support the City's efforts to keep the copies of the SSMP that have been assigned to City Staff as Current and up to date. Please contact Public Works Administration at (831) 674-2635 regarding any changes or updates needed to the current Version of the City's SSMP.

Change Order #	Date	Description	Revision Completed By	Revision Approved By
0	January 2010	The City developed and adopted a Sewer System Management Plan (SSMP) as required by the 2006 Sanitary Sewer System (SSS) Orders issued by the State Water Resources Control Board (SWRCB)	City of Greenfield PW staff	City Council
	July 5, 2011	SSORP was adopted in 2011	City of Greenfield Staff	City Council
	April 21, 2014	The SSMP was audit April 2014	City of Greenfield Staff and Wallace Group	
1	March 10, 2015	The SSMP was revised in accordance with the findings and recommendations of the March 10, 2014 SSMP Audit. This revision also served as the five (5) year update and was approved by the City Council	City of Greenfield PW staff	City Council
	September 4, 2019	The SSMP Revision 01 was audit 2019	City of Greenfield Staff and Wallace Group	
2	February 23, 2021	SMMP 2020 (5 year update) was approved by council	City of Greenfield Staff	City Council

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City of Greenfield, Sewer System Management Plan, Revision 1- September 2019,
Audit Report

List of Abbreviations and Acronyms

CITY	City of Greenfield
CIWQS	California Integrated Water Quality System
EHD	Environmental Health Division
EPA	Environmental Protection Agency
GWDR	General Waste Discharge Requirement
GPWUD	Greenfield Public Works Utilities Division
LPA	Liability Third Party Administrator
LRO	Legally Responsible Officer
MRP	Monitoring and Reporting Program
MS4	Municipal Separate Storm Sewer System
NPDES	National Pollutant Discharge Elimination System
OES	Office of Emergency Services (formerly the Emergency Management Agency)
O&M	Operations and Maintenance
RWQCB	Regional Water Quality Control Board
SCADA	Supervisory Control and Data Acquisition
SOP	Standard Operating Procedure
SSIR	Sanitary Sewer Incident Report
SSMP	Sewer System Management Plan
SSO	Sanitary Sewer Overflow
SSORP	Sanitary Sewer Overflow Response Plan
SWRCB	State Water Resources Control Board

INTRODUCTION

Legal Requirements

On May 2, 2006, the State Water Resource Control Board (SWRCB) adopted Water Quality Order No. 2006-0003 that established the Statewide General Waste Discharge Requirements (WDR). The WDR specifies that any public agency that owns or operates a sanitary sewer system greater than one mile in length and conveys treated or partially treated wastewater to a public owned treatment facility in the state of California must comply with the WRD in order to reduce the number of Sanitary Sewer Overflows (SSOs). Under this WDR, agencies are required to develop a Sewer System Management Plan (SSMP) which describes how each agency operates, maintains and evaluates its sewer system.

SSMP Organization The organization of this SSMP (section numbering and nomenclature) follows the General Waste Discharge Requirements (GWDR) for Wastewater Collection Agencies, State Water Resources Control Board Order Number 2006-0003 dated May 2, 2006. Each section includes the requirement as the introduction for reference. As an introduction to the SSMP, this section provides background on the City's wastewater collection system.

This SSMP presents eleven elements in the order presented in the WDR:

1. Goals
2. Organization
3. Legal Authority
4. Operation & Maintenance Program
5. Design and Performance Plan
6. Overflow Emergency Response Plan
7. FOG Control Program
8. System Evaluation and Capacity Assurance Plan
9. Monitoring, Measurement, and Program Modifications
10. SSMP Program Audits
11. Communication Program

This document is distributed as follows:

- Public Works Director
- Public Works Operations Manager
- Public Works Superintendent
- Public Works Administrative Assistant
- Public Works Utilities System Shift Operators
- Public Works Utilities System Operators
- City Engineer

City of Greenfield Sewer Collections System

The City of Greenfield incorporated in 1947. Greenfield is located between the Gabilan Mountains range to the east and the Santa Lucia Mountains to the west: and is located in the heart of the Salinas Valley, approximately 135 miles south of San Francisco, 95 miles south of San Jose and 60 miles north of Paso Robles. The city has a total of 1.7 square miles, with a population to be about 17,516 (2019). Figure-1 provides an aerial overview of Greenfield and surrounding area.

Figure 1 - City of Greenfield



The City of Greenfield is a mid-size city providing multiple community services including water supply and distribution, wastewater collection and treatment, streets, storm drainage facilities, parks and recreational facilities, a fire department, building and planning services.

The City has a five-member City Council elected by the citizens at large is responsible for setting policy and general governance. The City Manager is appointed by the City Council to implement policy and run the day-to-day functions of the City. City Council meetings are held in the Council Chambers at two (2) regular meetings each month.

The City of Greenfield's Public Works Utilities Division maintains and operates 27.8 miles of gravity sewer pipeline and force mains. The City also accepts wastewater from the Santa Lucia Shopping Center.

Element I: Goals

The General Waste Discharge Requirements for the Goals section of the Sewer System Management Plan state that the City must develop goals to properly manage, operate, and maintain all parts of its wastewater collection system in order to reduce and prevent SSOs, as well as to mitigate any SSOs that occur.

The City Goals for the operation and maintenance of the wastewater collection system are:

1. Properly manage, operate, and maintain the City's wastewater collection system.
2. Decrease the occurrence of reportable SSOs by one-third (1/3) of SSO's encountered over the past 5-Years (and/or) Experience no more than one SSO reoccurring in the same location over a 2-Year period.
3. Meet all applicable regulatory notifications including monthly and annual reporting requirements.
4. Implement a Preventative maintenance program.
5. Maintain records of the sanitary sewer system and respond to customer inquiries concerns and complaints.
6. Use funds available for sewer operations in the most efficient manner.

Element II: Organization

The General Waste Discharge Requirements for the Organization section state that the City's Sewer System Management Plan must identify:

- a) The name of the responsible or authorized representative;
- b) The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the Sewer System Management Plan program. Include lines of authority as shown in an organization chart or similar document with a narrative explanation; and
- c) The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, and/or State Office of Emergency Services (OES))

A) The name of the responsible or authorized representative

The Director of Public Works is charged with overseeing all public works facilities including streets, drainage, water treatment and distribution, wastewater collection, treatment plant and parks. This position is currently Vacant, Arturo Felix PW Operations Manager is responsible for the Utilities Division, and Manuel Ayala, Public Works Superintendent is responsible for Streets and Parks Division.

As demonstrated in Section II, Organization, the City of Greenfield relies on the Operations Manager of Public Works to oversee the utilities operations which includes the wastewater collection system. His responsibilities extend to other utilities, and not available to the wastewater collection system on a full-time basis. He is designated as the City's authorized representative in all wastewater collection system matters and is responsible for certifying all electronic spill reports submitted to the SWRCB. He is responsible with implementing and maintaining all elements of the SSMP.

Public Works Utilities Staff are responsible for operating and maintain both the water Potable water system, the wastewater collection system and Wastewater Treatment Plant. They are the primary response staff for any sanitary sewer overflows. Utilities System Operators respond to all SSOs including weekends and holidays. Table-1 City staff contact information and Figure-3 shows the City of Greenfield Organization Chart but one member not included, the Doug Pike, City Engineer from MNS Engineers (805) 331-3553, with responsibilities in the Design and Performance of the collection system.

B) The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the Sewer System Management Plan program. Include lines of authority as shown in an organization chart or similar document with a narrative explanation; and

The Authorized Representative or Legal Responsible Official (LRO) for the implementation and administration of the City's SSMP and for Completing and Certifying spill reports electronically is The Public Works Operations Manager, Arturo Felix. Mr. Felix is responsible for the development and oversight of this program and ensuring that the City is following the GWDR. Table 2, Organizational Chart, identifies the line of authority for the implementation of the SSMP.

Sanitary Sewer Overflow Reporting Guidelines includes "Sanitary Sewer Overflow Response Procedures," the chain of communication for responding and reporting SSOs. This flow chart is taken from the Utilities Division's Sanitary Sewer Overflow Emergency Response Plan described further in Section VI.

Table 1- City staff contact information

City Administrative			
Title	Name	Office number	other
City Manager	Paul Wood	831.674.5591	
City Clerk	Ann Rathbun	831.674.5591	
Executive Assistant to the City Manager	Nina Aguayo	831.674.5591	
Information Technology Administrator	Eduardo Espinosa	831.674.5591	
Community Service Department			
Community Service Director	Paul C. Muga	831.674.5591	
Building Official	Gabriel C. Martinez	831.674.5591	
Building/Planning Technician	Desiree Gomez	831.304.0333	
Office/Planning Technician	Raquel Mays	831.304.0333	
Public Works Department Administrative			
Public Works Director	(Vacant)	831.674.2635	
Operations Manager	Arturo Felix	831.674.2635	831.580.7989
Street Superintendent	Manuel Ayala	831.674.2635	
PW Administrative Assistance	Maria Vidal	831.674.2635	
Water Technician	Desiree Gomez	831.674.2635	
Utilities Division Personnel			
Utilities System Shift Operators	Ivan Barron	831.674.2635	
Utilities System Shift Operators	Elmut Saavedra	831.674.2635	
Utilities System Shift Operators	Miguel Saavedra	831.674.2635	
Utilities System Shift Operators	Alex Landeros	831.674.2635	
Utilities System Operators	Jose Garcia	831.674.2635	
Utilities System Operators	Jose A. Martinez	831.674.2635	
Utilities System Operators	Enrique Lugo	831.674.2635	
Police Department			
City of Greenfield Police Dept.		831.674.5111	
Non-Emergency		831.385.8311	
Fire Department			
City of Greenfield Fire Dept.		831.674.5484	
Non- Emergency		831.385.8311	

A description of the roles for the agency's staff general responsibilities

Administrative Services Director

Manages accounts receivable, accounts payable, budget, audit report, business licenses, utility billing, etc.

Building inspector-

Building Inspectors determine the structural soundness of buildings and construction projects. They are tasked with inspecting and assessing the structural quality of a building and ensuring compliance with zoning regulations, national building codes, and contract specifications.

City Clerk-

The City Clerk is the local official for elections, local legislation, the Public Records Act, the Political Reform Act, and the Brown Act (open meeting laws). ... The City Clerk serves as the liaison between the public and City Council and provides related municipal services. The City Clerk is responsible for managing the legislative history of the City, maintaining, disposing and preserving these documents and records in accordance with State law and for the codification and updating of the City's Municipal Code.

City Council

establish policy.

City Manager

They serve as the chief executive of city government and typically oversee all city staff, as well as carry out the council's laws and communicate other decisions

Code enforcement Officer-

officers are ultimately responsible for ensuring that all buildings and properties are following ordinances and zoning laws. Upon discovering violations, they promptly send out warning notices, assist owners in taking corrective steps, and charge penalties if noncompliance persists

Community Service Director

Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner. Planning, organizing and administering a comprehensive community development and emergency management programs.

Customer Service assistant

The first contact that the public has with the City, whether in person or over the telephone; Incumbents complete forms to begin and disconnect utility services, collect utility service fees and other revenue, provide information and direct callers to the proper person, office or agency.

Executive Assistant to the City Manager

performs human resource management, overseeing various aspects of employment, such as compliance with labor law and employment standards, administration of employee benefits, organizing of employees files with the required documents for future reference, and some aspects of recruitment (also known as talent acquisition) and employee offboarding.

Office Planning Technician-

Provides information to the public on general zoning and land use regulations and building permit requirements. Assists applicants in filing building applications. Performs the initial zoning plan checking for all building applications for such things as setback, height, and location on site, access, and mapped constraints. Advises applicants on corrections needed.

Planning Technician-

Refers the more complex plans to the planning staff, calculates fees, assigns application number. Conducts zoning or building research by looking up zoning, general plan and resource/constraint information for parcels and/or reviewing previous zoning and building permits for a given parcel. Prepares rural matrixes for review by supervisor and others. Maintain the Assessor's Parcel Map file.

Public Works Operations Manager-

Manages field operations and maintains activities, provides relevant information to the Public Works Director, prepares and leads emergency response, investigates and reports SSO's, and trains field crew.

Public Works Superintendent

Supervision of operations within these areas include construction, maintenance and repair of streets, alleys, and other paved areas, and all park infrastructure.

Utilities System/Shift Operators-

Staff that conduct preventive and corrective maintenance activities mobilize and response to notifications of Stoppages and SSO's.

Table 2- Organizational Chart, identifies the line of authority for the implementation of the SSMP.

SSMP SECTION	RESPONSIBLE PARTY (POSITION)	RESPONSIBLE PARTY (NAME)	PHONE NUMBER	EMAIL
Introduction	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
1- Goals	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
2 - Organization	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
3 - Legal Authority	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
4 - O & M Program	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
	Public Works Director	vacant		
5 - Design & Performance Provisions	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
	City Engineer (MNS Inc. Contract)	Doug Pike	805.697.1416	dpike@mnsengineers.com
6 - Overflow Emergency Response Program	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
7 - FOG Control Program	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
8 - SECAP	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
	City Engineer (MNS Inc. Contract)	Doug Pike	805.697.1416	dpike@mnsengineers.com
9 - Monitoring, Measurement, and Program Modifications	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
10 - SSMP Program Audits	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us

11 - Communication	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
Change Log	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us
Appendices	Public Works Operations Manger	Arturo Felix	831.674.2635	afelix@ci.greenfield.ca.us

Figure 2: City of Greenfield Organizational Chart

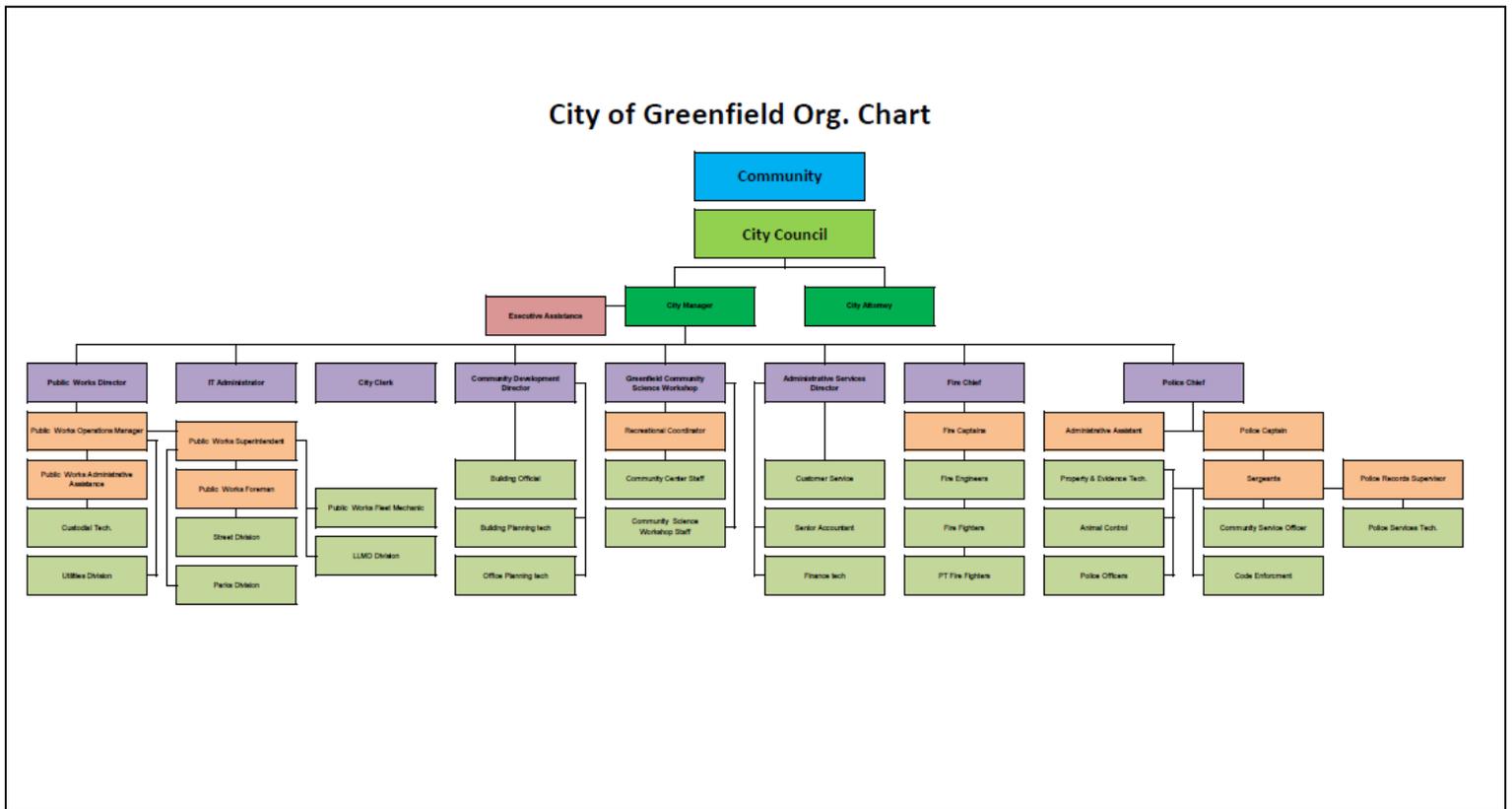
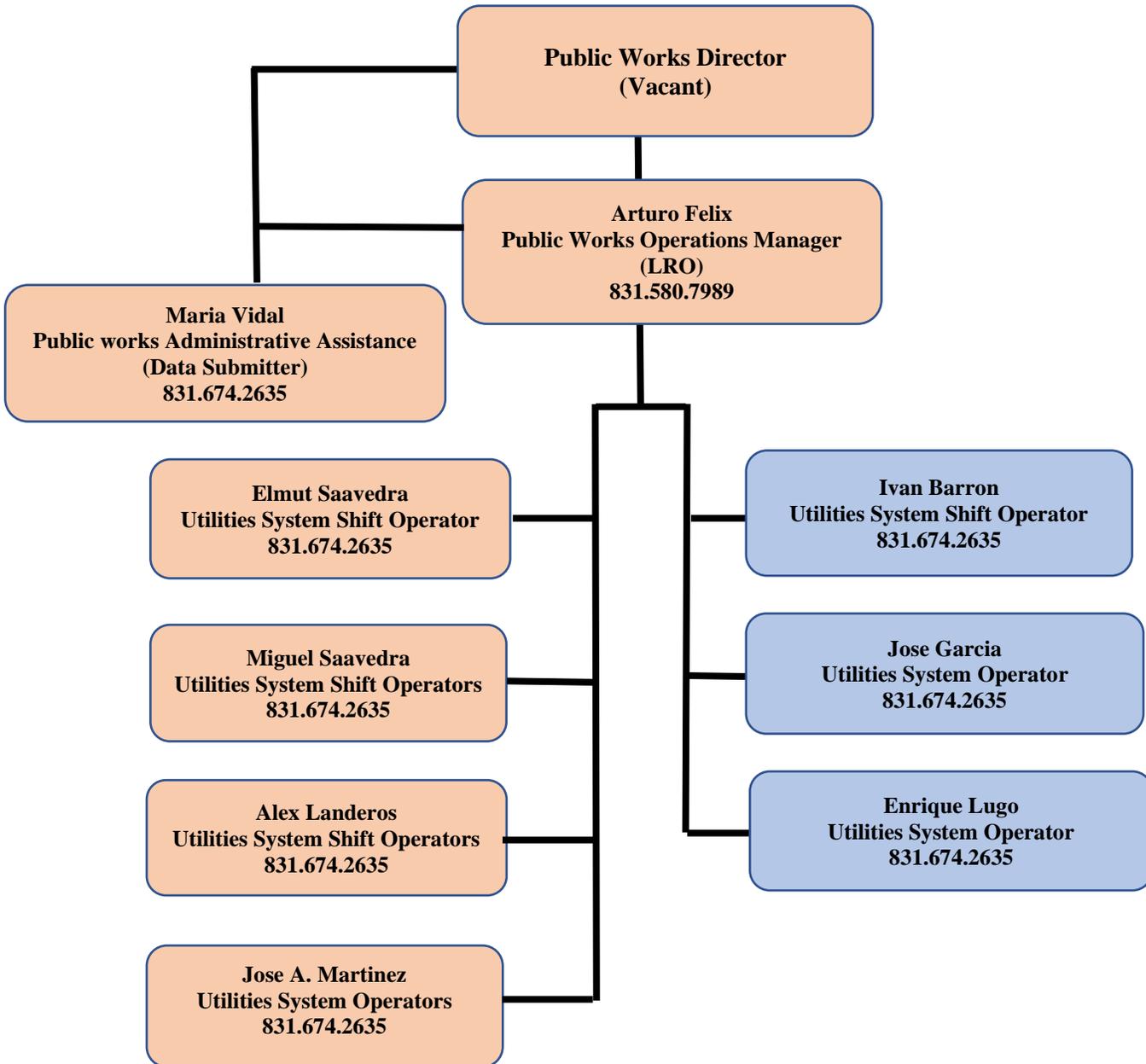
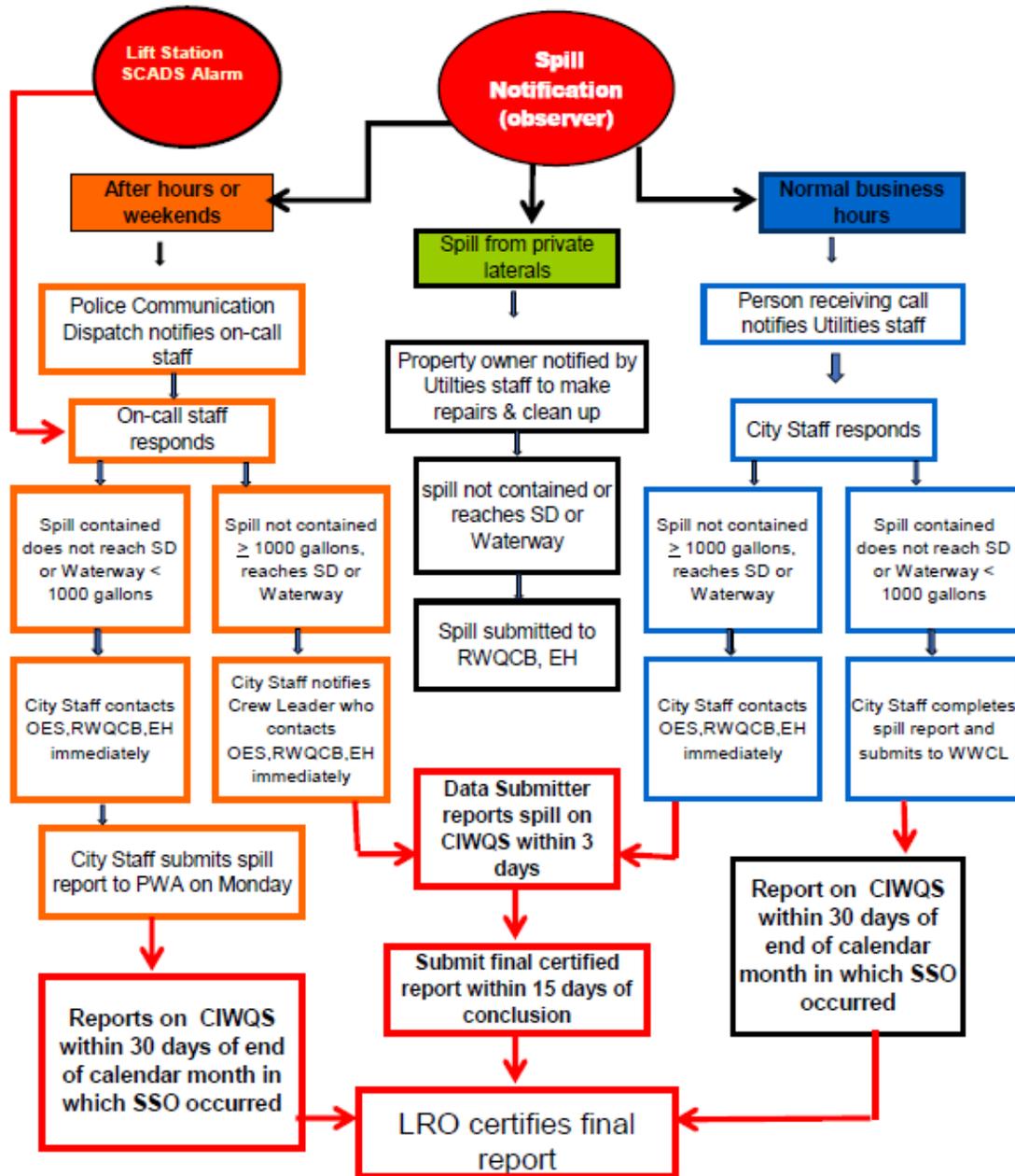


Figure 3: Utilities Division (Sewer and Water) Organizational Chart



D. The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and *other agencies if applicable (such as County Health Officer, County Environmental Health Agency, and/or State Office of Emergency Services (OES)).

REPORTING & RESPONDING TO SSO'S



* Manger Office shall be notified as soon as possible.

Element III: Legal Authority

The General Waste Discharge Requirements for the Legal Authority section of the Sewer System Management Plan include that the wastewater collection system agency must demonstrate, through collection system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

- a) Prevent illicit discharges into its wastewater collection system (examples may include infiltration and inflow (I/I), storm water, chemical dumping, unauthorized debris and cut roots, etc.);
- b) Require that sewers and connections be properly designed and constructed;
- c) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the City;
- d) Limit the discharge of fats, oils, and grease and other debris that may cause blockages;
- e) Enforce any violation of its sewer ordinances;
- f) Authority to inspect grease producing dischargers; and
- g) Authority to enforce sewer-related ordinances.

A) Prevent illicit discharges into its wastewater collection system (examples may include infiltration and inflow (I/I), storm water, chemical dumping, unauthorized debris and cut roots, etc.);

The City’s Sewer Service Ordinance, Municipal Code Chapter 13.28, provides authority to enforce all the requirements addressed in items a. through e. These include sewer service, sewer constructions, sewer connection, prohibition and discharge limitation to the sewer system, see Table 3, page 16,” Legal Authority from Greenfield Municipal Code.”

The City’s Sewer Service Ordinance, Chapter 13.28 sets limitations and prohibitions on wastewater discharges to protect the collection system, workers and Wastewater Treatment Plant.

The Municipal Code is available on the Internet at the following link

<https://www.codepublishing.com/CA/Greenfield>

Chapter 4 of the City’s General Plan, the growth Management Element, includes provision related to the of wastewater services.

<https://www.ci.greenfield.ca.us/180/General-Plan>

B) Require that sewers and connections be properly designed and constructed;

The City's Sewer Service Ordinance, Chapter 13.28.202 (see Appendix C), Alterations or use-permit required, states, "No unauthorized person shall uncover, make any connections with or opening into, use, alter, or disturb any public sewer or appurtenance thereof without first obtaining a written permit from the Building Inspector. (ord. 47§ 401,1953)". Also, refer to Element # 5, Design and Performance Standards.

C) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the City;

The City does not maintain private lateral sewer lines. Ordinance 13.28.040, Cost borne by owner, states, "All costs and expense incident to the installation and connection of the building sewer shall be borne by the owner. The owner shall indemnify the city from any loss or damage that may directly or indirectly be occasioned by the installation of the building sewer." City easements are in place where City-owned sewer appurtenances are located on private property to ensure access to perform necessary maintenance, inspection, and repairs by City crews, Table 3: Legal Authority from Greenfield Municipal Code.

D) Limit the discharge of fats, oils, and grease and other debris that may cause blockages;

The City will start implementing a Fats, Oils, and Grease (FOG) Program by Spring of 2021. The program will consist of annual inspections to ensure that grease removal devices are installed per standards, are properly maintained, and waste FOG is properly disposed. The issuance by the city of a FOG permit may contain any or all the following conditions or limits:

- a. Limits on discharge of FOG.
- b. Requirements for proper operation and maintenance of GCDs.
- c. Requirements for implementation of best management practices.
- d. Requirements for maintaining records, including, but not limited to, cleaning logs and waste manifests.
- e. Requirements for the FSE to install, operate, and maintain a GCD at its own expense.

E) Enforce any violation of its sewer ordinances; Authority to inspect grease producing dischargers; and Authority to enforce sewer-related ordinances

The City's Sewer Service Ordinance includes:

- a. Penalties for not connecting to the City sewage facilities in the manner provided in the City Code.
- b. Provides the Director of Public Works with authority to administer, implement, and enforce policies and standards necessary to protect City facilities. Enforcement procedures in the ordinance include notice of violation, administrative compliance order, cease and desist order, termination of service, and civil and criminal penalties.
- c. Provides the Director of Public Works with authority to inspect facilities and sample the wastewater discharged to the City sewer system to ensure compliance with the provisions of the sewer code. In addition, the City may enter a user's property at any

hour under emergency circumstances involving the City’s sewer system. The City will conduct sampling inspection, compliance, monitoring and/or metering operations.

Table 3: Legal Authority from Greenfield Municipal Code

Requirement	City Municipal Code Reference	Meets General Waste Discharge Requirements?
General		
Preventing Illicit discharges into wastewater collection system	GREENFIELD MUNICIPAL CODE 13.28.050 thru 13.28.060 13.28.130 thru 13.28.240 13.28.260 thru 13.28.280 13.28.360	YES
Require the sewer and connections be properly designed and constructed	GREENFIELD MUNICIPAL CODE 13.28.020 13.28.070 thru 13.28.080 13.28.130 thru 13.28.280	YES
Ensure access for maintenance, inspection or repairs for portion of the mains or laterals owned by the City of Greenfield	GREENFIELD MUNICIPAL CODE 13.28.110	YES
FOG Source Control		
Limit discharge of Fats, Oils and Grease and other debris that may cause blockages	GREENFIELD MUNICIPAL CODE 13.28.285	YES
Enforcement		
Enforce any violation of its sewer ordinance	GREENFIELD MUNICIPAL COD 13.28.360 thru 13.28.400	YES

Element IV. Operation & Maintenance:

The General Waste Discharge Requirements for the Operations and Maintenance component of the Sewer System Management Plan are:

- a) Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable storm water conveyance facilities;
- b) Describe routine preventive operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) program should have a system to document scheduled and conducted activities, such as work orders;
- c) Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan;
- d) Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and
- e) Provide equipment and replacement part inventories, including identification of critical replacement parts.

A) Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable storm water conveyance facilities:

Currently, the City maintains a map of the sewer collection system which includes manholes, sewer pipelines, pipe size, direction of flow, manhole invert elevations, and lift station location. Appendix A; Wastewater Collections O & M.

The sanitary sewer collection system consists of about 27 miles of sewer pipe. The predominant pipe material is Clay and PVC pipe. Table 4 shows Collection system profiles and breakdown of the pipe diameters and approximate total length of pipe.

Table 4 - The Greenfield Collection system profile:

Total Population Served		17898		
Size of Service Area (acres/miles)		2.2		
Treatment Plant Name(s) and Description of Treatment Process		Greenfield WWTP- Class 2 - Modified Treatment plant		
Plant Design Capacity		2 mgd		
Average Daily Wastewater Flow @ the treatment plant		1.1 mgd		
Type of Pipe, Size and total feet.				
SIZE	PVC	VCP	PEP	HDEP
4	530	0	0	0
6	13015	27652	0	0
8	55567	10508	0	0
10	6688	0	0	0
12	13535	0	0	0
18	6070	0	0	0
21	0	0	7832	0
24	1490	0	0	500
TOTAL				143387 FT
Miles of Gravity Sewers		27		
Miles of Force Mains		983 ft		
Number of Pump Stations		6		
Number of Pump Station w/Backup Power		2		
Number of Manholes		550+/-		

- B) Describe routine preventive operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) program should have a system to document scheduled and conducted activities, such as work orders;**

The Utilities Division, Wastewater Section presently maintains and cleans the City's sewer system. SSOs are addressed using the Division's GPWUD-SOP-05 procedures, along with cleaning adjacent sewer lines as part of cleanup procedures to the SSORP.

Division crews conduct regular maintenance tasks including lift station maintenance. Sewer lift stations are checked on a weekly basis, along with the weekly preventative maintenance program. The City's Weekly Manhole Inspection Log and Lift Station Inspection Log included in GPWUD-SOP-05.

The Maintenance Program contains sewer main cleaning logs (flushing date/time, debris type and severity of line) will assist creation of preventative maintenance program. The PPM includes sewer lines known to have problems with sediment build-up, FOG, roots, or possible Sewer System Overflows (SSOs). PMPs will be scheduled for monthly cleaning on a set schedule. The Wastewater Division goal is to clean some parts of sewer on a yearly basis. Cleaning will be performed using the City's Ford Camel Hydro Jetter, and Ditch Witch Vacuum Trailer. The City may be requires to purchase a new Hydro Jetter to complete the required line cleaning and will add it to the CIP Budget for 2021-2022.

- C) Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan**

In the future, the City may also require purchasing enough CCTV equipment or hire an outside contractor to inspect the sewer system to comply with the WDRs. A CCTV is used after lines are cleaned to ensure proper cleaning, and identify existing pipe conditions, deficiencies, and operational failures. Sewer lines with problems will be placed on a PMP priority list..

- D) Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and**

Greenfields Utilities Division presently have varying levels of license and training. As staff works with both water and wastewater systems, their experience and training in both fields is valuable to the City Utilities System. The City's Utilities System Shift Operators presently are

required to hold a Wastewater Grade 1 Certification and Water Distribution grade 2. These employees have taken all the training courses for these licenses and continue to train and upgrade licenses as appropriate for the systems they are operating.

Training is an important aspect in the Utilities Division. A training budget exists to ensure all Division staff is properly trained. Staff is encouraged to obtain CWEA Collection System Maintenance Certification and/or the Sacramento State “Operation and Maintenance of Wastewater Collection Systems, Volume 1 and II” certification of completion. Staff is trained by the contractor or manufacturer for all new equipment. Equipment manuals are reviewed by staff for maintenance and operational procedures. Staff will be also trained using the Collection System Operation and Maintenance Training Videos Training from Sacramento State Office of Water Programs. This video course is designed to train personnel to safely and effectively operate and maintain wastewater collection systems. Training records are maintained to monitor completed classes and scheduled employee training.

Staff has received Basic First Aid, Traffic Control, and Confined Space training. The City is currently using the Target Solution online formal classroom instruction and informal on-the-job, hands-on training this includes FEMA ICS-100 Certified. Staff is trained to respond to major emergencies and disasters. Procedures for implementation of SSO emergency responses are outlined in the City's Sanitary Sewer Overflow Response Plan (SSORP) as follows, well as the Public Works Emergency Response Plan created during this 2020 Covid-019 pandemic (Appendix B; Emergency Response Plan-Covid-19).

The Public Works Department Emergency Response Plan (GPWD-ERP), known hereafter as ‘the plan’, is intended to offer guidance in decision making to GPW staff and management during an outbreak of an infectious disease. It has been specifically prepared in response to the outbreak of COVID-19, but its attributes may be used in response to other situations as well. It contains some specific steps to be taken prior to and during an outbreak. Following these steps and other prudent actions as instructed by health officials should minimize the chance of GPWD staff becoming infected. The Plan however will not offer complete protection from the COVID19. Therefore, employees must remain vigilant against it and take steps to protect themselves.

Education: All GPW staff should educate themselves on prevention of the COVID19 infection and the symptoms associated with it. Some resources for Coronavirus education are

www.cdc.gov/coronavirus/2019, www.cdph.gov.ca

E) Provide equipment and replacement part inventories, including identification of critical replacement parts.

Staff is working on compiling an inventory list for parts and supplies. The City has not in the past kept a significant parts and supply inventory due to budget and space constraints. Lining and replacement of underground pipelines, manholes and lift stations are contracted out to licensed contractors who have the equipment, material, and staff to complete the work.

Appendix A; Collection System Operations and Maintenance of this report details the equipment resources the City has to operate and maintain the sewer collection and treatment system. It includes collection system maintenance equipment, SSO response equipment, lift station equipment and a list of equipment and parts suppliers. Some equipment is shared from the water and public works departments.

The small parts inventory the City does maintain is primarily for the lift stations; parts that may break and small maintenance items: pins, O-rings, check valve clapper and arm, single mechanical seal replacement kits, double mechanical seal replacement kits, etc.

Element V: Design & Performance Provisions

The General Waste Discharge Requirements for the Design and Performance Provisions section of the Sewer System Management Plan are:

- a) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and
- b) Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

A) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and

Design and construction standards and specifications for installations and construction of all new sanitary sewer systems, lift stations, and other appurtenances, as well as rehabilitation and repairs of existing sewer systems, shall conform to the City of Greenfield Public Works Standard Specifications & Standards details. This shall also include the City of Salinas "Standard Specifications, Design Standards, and Standard Plans," 2008 edition; Caltrans Standard Specifications and Standard Plans, May 2006 edition; and the City of Greenfield Municipal Code, Title 13 "Sewer Service," Chapter 13.28. The following details from the City of Greenfield Public Works Standard Specifications & Standards details are utilized for work completed on the sanitary sewer system.

City of Salinas "Standard Specifications, Design Standards, and Standard Plans" 2008 edition:
<http://www.ci.salinas.ca.us/services/engineering/pdf/2008CityStandards.pdf>

Caltrans Standard Specifications and Standard Plans May 2006 edition:
<https://dot.ca.gov/programs/design/ccs-standard-plans-and-standard%20specifications>

Greenfield Municipal Code: **Title 13 "Sewer Service," Chapter 13.28.**
<https://www.codepublishing.com/CA/Greenfield/>

B) Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects

Procedures and Standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects shall conform to the referenced City of Salinas Standards and the Greenfield Municipal Code. The City's Standard Public Works procedure requires work to be placed into service only after it is accepted by the Public Works Director and Building Inspector following satisfactory inspection and testing. The City provides continuous inspection during the construction of sewer facilities. The City's inspection and testing of new or replaced sewer pumps and appurtenances shall comply with the City of Salinas Specifications and Standard Plans.

Element VI Overflow Emergency Response Plan

The General Waste Discharge Requirements for this section state that the City shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, overflow emergency response plan must include the following:

- a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
- b) A program to ensure appropriate response to all overflows;
- c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan should identify the officials who will receive immediate notification;
- d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;
- e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
- f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to Waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge

A) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;

The Utilities maintains a proactive approach to reduce SSOs. Staff respond to all reported SSOs within City limits. All overflows or stoppages are documented, including those in private laterals for which the City is not legally responsible.

The Utilities Division follows all regulatory requirements related to Sewer System Overflow Response. As such, the Utilities Division implemented a "Sanitary Sewer Overflow Response Plan" (SSORP) to address all SSOs. A copy of the Plan is in each crew vehicle for responding to all SSOs. The Plan includes reporting procedures and identifies all agencies that must be notified.

All SSOs are responded to immediately during normal working hours and by On-call staff after normal working hours. Figure 2, "Reporting & Responding to SSOs Sequence Chart," page 9

of the SSORP, outlines the process for receiving, responding to and reporting SSOs. When an SSO occurs, the Operations Manager is advised, and the required agencies notified.

All SSOs that reach a waterway are reported immediately to the corresponding agency noted on said chart. Notification requirements to Environment Health, Regional Water Quality Control Board (RWQCB) and the Department of Fish and Game are outlined in the SOP Manual along with appropriate phone numbers.

B) A program to ensure appropriate response to all overflows;

Each Division crew is trained using the City's SSORP to ensure an appropriate response to all SSOs. This includes proper assessment, documentation and estimating the volume of an SSO. When appropriate, contractors working on City projects are required to have an approved sewage bypass system and emergency response plan in place prior to start of construction. Contractors are instructed to notify staff immediately and to take immediate action to stop any overflow. These procedures are outlined and discussed at all pre-construction meetings and enforced by the City

C) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan should identify the officials who will receive immediate notification;

The City's SSORP outlines the notification steps including a complete up to date notification list. The severity and potential impact of an overflow determines the path of notification. Upon arrival at an SSO, the Operations Manager is advised of the spill and following procedures on time line the required agencies are notified. All SSOs that enter the waters of the state are reported immediately. The Operations Manager's priority is to take all feasible steps to minimize the discharge or limit the release of wastewater and recover as much as possible.

The Utilities Operators will notify OES, the Monterey County Environmental Health Agency (MCEHA), and the Regional Central Coast Water Quality Control Board, within two (2) hours of any sanitary sewer spill that reaches channels of surface water. The Public Works Operations Manager is required to certify an SSO, no later than 24 hours after OES, MCEH, and the Regional Board are notified. The Public Works Director is also responsible for reviewing, updating and signing final SSO reports. The SSORP addresses the overflow response protocol to mobilize materials, tools, equipment and personnel. The plan is to stop the overflow as soon as possible and to repair any condition which may contribute to an overflow to surface land and buildings.

D) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;

The City's SSORP is available to all Public Works staff and is used as a resource for emergency response training. New employees receive a copy and training as part of their six (6) month probation period and reinforced during the Department's weekly safety meetings. All Public Works staff is trained in emergency respond procedures.

The City emphasizes its goal to have no construction-related overflows. The goal is addressed on the project plans and specifications, at pre-bid conferences, and at preconstruction meetings. Contractors are required to submit and obtain approval of all flow bypasses and emergency response plans prior to the start of construction.

At least one Public Works on-call personnel is available after normal working hours 7 days a week. If an SSO occurs during non-office hours, the public may contact 911. Monterey Communications Dispatch who will contact the appropriate on-call personnel to respond immediately.

E) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and

After-hour emergency response is shown on Figure 3 "Reporting & Responding to SSOs Sequence Chart" as addressed in (a) above. The On-call Operator is notified by the SCADA alarm system, who then contacts the appropriate Supervisor. It is the responsibility of the on-call Operator personnel to determine whether additional assistance is required. In the event of a major wastewater spill or any event involving hazardous substances, the Public Works Maintenance Staff are also available for SSO response as detailed in the City's Sewer Overflow and Backup Response Plan. If required, traffic and crowd control coordination and assistance are provided by Public Works Department staff.

F) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to Waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge

Public health and safety including protection of the environment are the Division's top priority when responding to any SSO. Presently, staff performs a weekly proactive manhole and lift station inspection program. The Division's weekly inspections continue to be a success and potential sewer blockages are averted

City of Greenfield

Sanitary Sewer Overflow Response Plan



Revision 02
September - 2020

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GPWUD-SOP- 01
Sanitary Sewer Overflow Procedures

GPWUD-SOP-02
Methods for Estimating Spill Volume

GPWUD-SOP-03
Customer Service Procedures

GPWUD-SOP-04
SSO Water Quality Monitoring Plan

SSORP Revised Log or Additions

List of Abbreviations and Acronyms

Checklist Form	Checklist for Plugged Sewer Lines and Overflow Form
City	City of Greenfield
CIWQS	California Integrated Water Quality System
EHD	Environmental Health Division
EPA	Environmental Protection Agency
GWDR	General Waste Discharge Requirement
GPWUD	Greenfield Public Works Utilities Division
LPA	Liability Third Party Administrator
LRO	Legally Responsible Officer
MRP	Monitoring and Reporting Program
MS4	Municipal Separate Storm Sewer System
NPDES	National Pollutant Discharge Elimination System
OES	Office of Emergency Services (formerly the Emergency Management Agency)
O&M	Operations and Maintenance
RWQCB	Regional Water Quality Control Board
SCADA	Supervisory Control and Data Acquisition
SOP	Standard Operating Procedure
SSMP	Sewer System Management Plan
SSO	Sanitary Sewer Overflow
SSORP	Sanitary Sewer Overflow Response Plan
SWRCB	State Water Resources Control Board

Chapter: 1 - Introduction

The purpose of the Sanitary Sewer Overflow Response Plan (SSORP) is to support an orderly and effective response to Sanitary Sewer Overflows (SSOs). The SSORP provides guidelines for responding to, cleaning up, and reporting SSOs that may occur within the collection system service area.

1.1 Regulatory Requirements

The section summarizes the regulatory requirements for the SSORP.

1.1.1 GWDR Requirements

The Statewide General Waste Discharge Requirements (GWDR) for Sanitary Sewer Systems was adopted by the State Water Resources Control Board of California (SWRCB) on May 2, 2006. The goal of the GWDR is to provide a consistent statewide approach for reducing SSOs. The GWDR outlines requirements for all publicly owned sanitary sewer collection systems in California with more than one mile of sewer pipe. Per the GWDR, the collection system agency shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

- a) Proper notification procedures so that the primary responders and the regulatory agencies are informed of all SSOs in a timely manner;
- b) A program to ensure appropriate response to all overflows;
- c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan (SSMP) should identify the officials who will receive immediate notification;
- d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;
- e) Procedures to address emergency operations, such as traffic, crowd control and other necessary response activities; and
- f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

The City's wastewater system provides service to city services include the transmission of wastewater from residential, commercial, and light industry areas to a treatment facility and the disposal of the wastewater and residual waste solids. The City must comply with the WDR of the CRWCB-Central Coast Region Standard Provisions and Reporting Requirements for Waste Discharge Requirements of 2013.

1.2 Goals

The purpose of this SSORP is to provide City of Greenfield (City) personnel with established guidelines for responding to sewer spills which may occur within the collection system service area. The goals with respect to responding to SSOs are:

- Respond quickly to minimize the volume of the SSO;
- Eliminate the cause of the SSO;
- Contain the spilled wastewater to the extent feasible;
- Minimize public contact with the spilled wastewater;
- Mitigate the impact of the SSO; and
- Meet the regulatory reporting requirements.

1.3 Definitions

Sanitary Sewer System: Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility.

Sanitary Sewer Overflow (SSO): An SSO includes any overflow or discharge of any quantity of partially treated or untreated wastewater from the sanitary sewer system at any point upstream from the wastewater treatment plant, including backup into buildings. Temporary storage and conveyance facilities under City control (such as vaults, temporary piping, construction trenches, wet wells, impoundment, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges to these temporary storage facilities are not considered to be SSOs.

- **Category 1 SSO:** Includes all discharges of untreated or partially treated wastewater resulting from a failure or flow condition in the sanitary sewer system that results in either a:
 - Discharge to a drainage channel and/or surface water; or
 - Discharge to a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly.
- **Category 2 SSO:** Includes all discharges of untreated or partially treated wastewater of 1,000 gallons of greater resulting from a failure or flow condition in the sanitary sewer system that do not reach surface water, a drainage channel, or a MS4 unless the entire volume is fully captured and disposed of properly.
- **Category 3 SSO:** All other discharges of sewage resulting from a failure in the sanitary sewer system.
- **Private Lateral Sewage Discharges:** Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

Chapter: 2 - Response to Notification of Spill

When a notification of an SSO is received, it should be clearly communicated to the caller who will respond, the estimated time of arrival, and what areas will need to be accessed. The information provided by the caller should be verified before dispatching a field crew. All this is described in the GPWUD-SOP-03.

2.1 Public Observation of SSO

Public observation is the most common way that the City is notified of blockages and spills. Contact information for reporting sewer spills and backups are in the phone book and on the website: <http://www.Greenfield.ca.us/>. The main telephone number for the Public Works Department is 831.674.2635.

2.1.1 Normal Working Hours

The regular working hours for the Utilities Division are Monday through Friday from 8:00 a.m. to 5:00 p.m., except holidays. Notification of SSO's may be reported to the Public Works Department during normal working hours at 831.674.2635 or City Hall at 831. 674.5591. When a report of a sewer spill or backup is made, City staff takes the information from the caller, and fills out Water/ Sewer Leak Report Form found in GPWUD-SOP-03 "Customer Service Procedures". The City Staff communicates the information collected on the Form to the field crew.

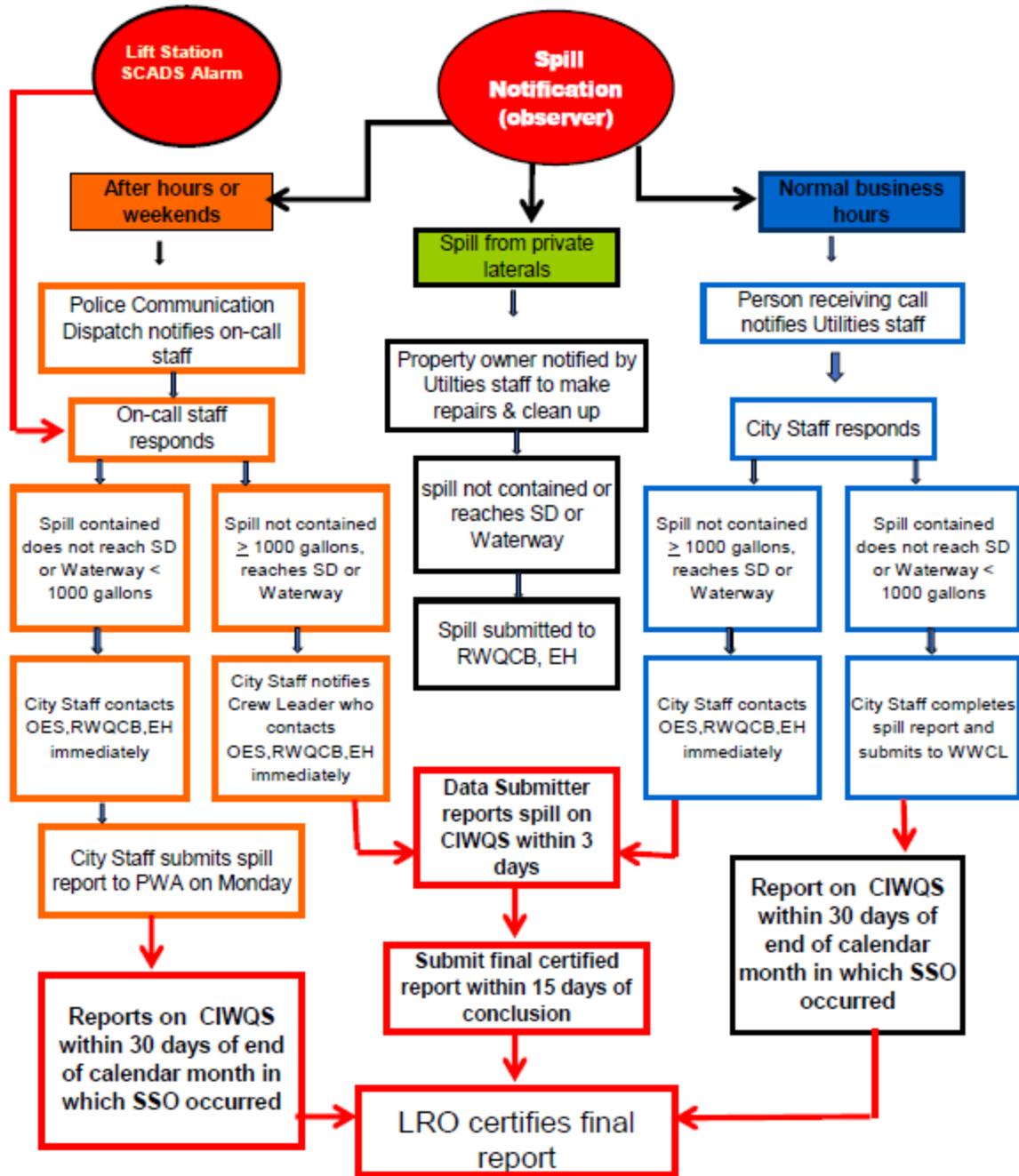
2.1.2 After Normal Working Hours

After working hours, calls are automatically routed to the Monterey County dispatcher who takes essential information and then notifies the appropriate responder, On-Call Personnel, who responds to the incident. The Monterey County dispatcher can be reached at 831.385.8311 or 911 in emergency situations.

2.2 Receipt of SCADA

The City's pump stations are monitored using SCADA. When a SCADA alarm is received, a call out to the On-Call Operator is made to initiate a response.

REPORTING & RESPONDING TO SSO'S



2.3 Staff Observation

City field crews and contractors perform periodic work on its sewer system facilities. Any problems noted with the sewer system facilities are reported to the Operations Manager, who, in turn, responds to emergency situations.

2.4 Response Flow Chart

Sewer service calls and pump station alarms are considered high priority events that demand a prompt response. The notification and response procedure will be added as they become available. City is currently updating its SCADA System.

2.5 Roles for Responding to SSOs

Currently, the following positions are responsible for responding to SSOs:

- Responder to SSO from a Gravity Sewer: Public Safety or Public Works Department Crew or Public Works Operations Manager
- Responder to Pump Station or Force main Failure: Utilities Division Operators

The contact information for those currently holding the positions named above are shown in Table 1 - City Responders Contact List

Table 1 - City Responders Contact List

City Administrative			
Title	Name	Office number	other
City Manager	Paul Wood	831.674.5591	
City Clerk	Ann Rathbun	831.674.5591	
Executive Assistant to the City Manager	Nina Aguayo	831.674.5591	
Information Technology Administrator	Eduardo Espinosa	831.674.5591	
Community Service Department			
Community Service Director	Paul C. Mugan	831.674.5591	
Building Official	Gabriel C. Martinez	831.674.5591	
Building/Planning Technician	Desiree Gomez	831.304.0333	
Office/Planning Technician	Raquel Mays	831.304.0333	
Public Works Department Administrative			
Public Works Director	(Vacant)	831.674.2635	
Operations Manager	Arturo Felix	831.674.2635	831.580.7989
Street Superintendent	Manuel Ayala	831.674.2635	
PW Administrative Assistance	Maria Vidal	831.674.2635	
PW Office Technician	Desiree Gomez	831.674.2635	
Utilities Division Personnel			
Utilities System Shift Operators	Ivan Barron	831.674.2635	
Utilities System Shift Operators	Elmut Saavedra	831.674.2635	
Utilities System Shift Operators	Miguel Saavedra	831.674.2635	
Utilities System Shift Operators	Alex Landeros	831.674.2635	
Utilities System Operators	Jose Garcia	831.674.2635	
Utilities System Operators	Jose A. Martinez	831.674.2635	
Utilities System Operators	Enrique Lugo	831.674.2635	
Police Department			
City of Greenfield Police Dept.		831.674.5111	
Non-Emergency		831.385.8311	
Fire Department			
City of Greenfield Fire Dept.		831.674.5484	
Non- Emergency		831.385.8311	

Chapter 3 - SSO Response Procedures

This section describes the procedures for responding to an SSO from the time that the responders are dispatched through containment of the spill.

3.1 Customer Relations Practices

As a representative of the City, you will occasionally have to deal with an irate homeowner. A sewer backup is a stressful event and even a reasonable homeowner can become irate if it is perceived that staff members as being indifferent, uncaring, unresponsive, and/or incompetent. Although sometimes difficult, effective management of a sewage backup situation is critical. If it is not managed well, the situation can end up in a costly, prolonged process with the homeowner. The homeowner should feel assured that the City is responsive, and the homeowner's best interest is a top priority.

It is important for employees to communicate effectively with customers, especially in sewage backup situations. How we communicate – on the phone, in writing, or in person – is how we are perceived. Good communication with the homeowner results in greater confidence in our ability to address the problem satisfactorily, less chance of having the homeowner prolong the claims process, and less chance of the customer exaggerating the damage done on the property.

Here are a few communication tips:

- Give the homeowner ample time to explain the situation or to vent. Show interest in what the homeowner has to say, no matter how many times you have heard it before, or how well you understand the problem.
- As soon as possible, let the customer know that you will determine if the source of the sewer backup is in the sewer main and, if it is, will have it corrected as quickly as you can.
- Acknowledge the homeowner's concerns. For example, if the homeowner seems angry or worried about property damage, say something like, "I understand that you're concerned about the possible damage to your property, but a professional cleanup crew can restore the area."
- Express understanding and empathy for any inconveniences caused by the incident, but do not admit fault. If it is determined that the City is at fault, the property owner has the right to file a claim for any reasonable repairs or losses resulting from the incident.
- As much as possible, keep the homeowner informed on what is being done and will be done to correct the problem.
- Keep focused on getting the job done in a very professional manner. Don't wander from the problem with too much unnecessary small talk with the homeowner.
- Don't find fault or lay blame on anyone.

3.2 Responder Priorities

The responder's priorities are:

- To follow safe work practices.
- To respond promptly with the appropriate equipment.
- To evaluate the cause of spill and determine responsibility
- To restore the flow as soon as possible.
- To contain the spill whenever feasible.
- To minimize public access to and/or contact with the spilled sewage.
- To promptly notify the Public Works Manager in the event of a major SSO.
 - If the Public Works Operations Manager cannot be reached, contact the Public Works Director, and if also unreachable, the Public Works Superintendent.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).

3.3 Safety

The responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. Special consideration should be given to following all local traffic, confined space, and safety procedures

3.4 Initial Response

All sewer system calls require a response to the reported location of the event in an attempt to minimize or eliminate an overflow. The responder must respond as soon as feasible after initial notification of the spill.

The responder should determine appropriate response measures based on the circumstances and information provided by the caller, if additional help is needed, contact other employees. Based on available information, the responder should determine if a The Ford Jetter Truck is needed and/or Ditch Witch Vacuum Trailer is needed to respond to spill.

Upon arrival at the site, the responder should:

- Note arrival time at spill site.
- Verify the existence of a sewer system spill or backup.
- Field verify the address and nearest cross street.
- Identify and clearly assess the affected area and extent of spill.
- Comply with all safety precautions (traffic, confined space, etc.)
- Contact caller, if time permits.
- Notify the Public Works Operations Manager if:
 - The spill appears to be large, in a sensitive area, or there is doubt regarding the extent, impact, or how to proceed; or
 - Additional help is needed for line cleaning or repair, containment, recovery, sampling, and/or site cleanup.
 - **If the Public Works Operations Manager cannot be reached, contact the Public Works Director, and if also unreachable, the Public Works Superintendent.**

- If the spill is a Category 1, a Category 2, or in a sensitive area, it is recommended to document conditions upon arrival with photographs (given that the activity does not interfere with SSO recovery and clean up).

3.5 Restore Flow

Upon arrival at the location of a spill into a house or a building, the responder should evaluate and determine if the spill was caused by a blockage in the lateral or in the City-owned sewer main, caused either by a backup in the sewer main line or nearby O&M or construction activities.

- If a blockage is found in a property owner's lateral, it should be clearly communicated that it is not the City's responsibility to work on a private lateral. Recommend that property owner or tenant contact a qualified plumbing contractor to remove the blockage.
- If a backup in the main line is found to have caused the SSO in a house or building, relieve the blockage in the main.

The responder should attempt to remove the blockage from the system and restore flow to the area. Using the appropriate cleaning tools, the crew should set up downstream of the blockage and hydro-clean upstream from a clear maintenance hole. The flows should be observed to ensure that the blockage does not recur downstream.

3.5.1 Pump Station or Force main Facilities

The responder to a potential pump station or force main failure should:

- Determine whether flow can be restored within a reasonable time.
- If it appears that flow cannot be restored within a reasonable time or if the conveyance system facility requires construction and/or repairs, then employ contingency plans covering containment, bypass pumping, portable electric generators, contractual assistance, etc.

If assistance is required, immediately contact other employees, contractors, and equipment suppliers as required. The contact information can be found in Table 2 - External Emergency Contact List.

Table 2 - External Emergency Contact List.

Title	Name	Office number	other
Fluid Resource Management		805.597.7100	
Green Line Liquid Waste Haulers		831.422.2298	
Cal Cost Electrical		408.858.9654	
United Rental		831.422.7411	
Herc Rentals		831.751.2444	
Light house Plumbing		831.385.9515	
Ferguson Plumbing Supply		831.424.4706	
Iconic Waterworks Supply		831.757.7776	
El Camino Electric		831.674.5886	
Pura Electric Service		831.647.5788	
Cole Equipment Inc.		951.367.0220	
Action Plumbing		831.674.1141	
Pape' Material Handling		831.775.0140	
Monterey Bay Engineers Inc		831.599.7899	
El Gabilan Tree Service		831.771.9751	
Gonzales Irrigation System		831.675.2376	
White Cap		831.757.0194	
Wallace Group Engineering		805.544.4011	
Industrial Pump Shop inc.		831.758.6163	
Valley Electric Motor Service		831.675.3770	

3.6 Contain the Spill

The responder should attempt to contain as much of the spilled sewage as possible using the following steps:

- Determine the immediate destination of the overflowing sewage.
- Plug storm drains using available equipment and materials to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam, sandbags, or other containment materials on hand.
- Pump around the blockage/pipe failure/pump station or vacuum flow from upstream of the blockage and dispose of downstream of the blockage to prevent further overflow.
- When an SSO occurs inside of a house or building, the property owner should be instructed to follow these guidelines:
 - Keep people and pets away from the affected area.
 - Place towels, rags, blankets, etc between areas that have been affected and areas that have not been affected.
 - Do not remove any contaminated items
 - Move any uncontaminated property away from the overflow area.

3.7 SSO Notification Signage and Restrict

Public Access Barriers Traffic control warning signs shall be posted at SSO sites when the SSO is within the Public right of way and /or enters a waterway; or based on requirements issued by outside regulatory agencies until the site is determined to be cleaned. Warning signs serve to provide a warning of potential health risks due of sewage contaminate.

Example of signs below.



Chapter 4 - Recovery and Clean Up

The recovery and clean up phase begin when the flow has been restored and the spilled sewage has been contained to the extent possible

4.1 Recovery of Spilled Sewage

Vacuum up or pump the spilled sewage and discharge it back into the sanitary sewer system when feasible.

4.2 Clean Up and Disinfection

SSO sites shall be thoroughly cleaned after any incident, such that no identifiable residue remains, such as rags, sewage solids and other debris. Solids and debris shall be collected and disposed of properly. Several actions must be taken to properly cleanup and mitigate potential effects, including but are not limited to:

Where cleanup is required inside a private property (e.g. back up into house), Staff will clean up in a low risk situation.

4.2.1 Private Properties

Spills inside houses or buildings should be cleaned up by a professional cleaning company. Claims should be submitted based on information in Section 4.6 of this document.

4.2.2 Hard Surface Areas

- Collect all signs of sewage solids and sewage-related material either by hand or with the use of rakes and brooms.
- Take reasonable steps to contain and vacuum up the wastewater.
- Disinfect all areas that were contaminated from the overflow using the disinfectant solution of household bleach diluted 10:1 with water. Apply minimal amounts of the disinfectant solution using a hand sprayer. Document the volume and application method of disinfectant that was employed.
- Allow area to dry. Repeat the process if additional cleaning is required.

4.2.3 Landscaped and Unimproved Natural Vegetation

- Collect all signs of sewage solids and sewage-related material either by hand or with the use of rakes and brooms.
- Allow the area to dry. Repeat the process if additional cleaning is required.

4.2.4 Wet Weather Modifications

Omit flushing and sampling during heavy storm events with heavy runoff where flushing is not required, and sampling would not provide meaningful results.

4.3 Water Quality Sampling

Water quality sampling and testing is required whenever spilled sewage enters a water body to determine the extent and impact of the SSO. The following guidelines must be followed:

- The responder should notify the City’s Utilities System Shift Operators to collect samples. Samples should be collected as soon as possible after the discovery of the SSO event.
- For spills less than 1,000 gallons, at a minimum water quality samples should be collected at the discharge point, 100 feet upstream, and 100 feet downstream.
- If a spill is more than 1,000 gallons, additional sites should be sampled; recommendations should be given according to County Environmental Health Division (EHD) requirements.
- If a spill reaches a large water body, the water quality samples should be collected near the point of entry of the spilled sewage and every 100 feet along the shore of stationary water bodies or as directed by County EHD.

The procedure for water quality sampling is included in GPWUD-SOP-04.

4.4 Estimate the Volume of Spilled Sewage

Use the methods outlined in GPWUD-SOP-02 to estimate the volume of the spilled sewage. Wherever possible, document the estimate using photos of the SSO site before and during the recovery operation.

4.5 Follow Up Activities

If sewage has reached the storm drain system, the vacuum trailer truck should be used to vacuum/pump out the catch basin and any other portion of the storm drain that may contain sewage. In the event that an overflow occurs at night, the location should be inspected, first thing the following day. The operator should look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities.

Furthermore, City staff meet for an SSO event debriefing activity after Category 1 or Category 2 spills. These SSO events provide opportunities to evaluate response and reporting procedures. After these SSO events, all of the participants, from the person who received the call to the last person to leave the site, may meet to review the procedures used and to discuss what worked and where improvements could be made in responding to and mitigating future SSO events. The results of SSO event debriefings will be recorded and tracked to ensure the action items are completed.

4.6 Claims for Backups into a Building

If sewage has backed up into a house or building the responder should:

- Contact the City’s Managers offices.
- Gather information and fill out the Incident Report Form (GPWUD-SOP-01).
- Contact the City’s manager’s Office who will provide direction on how to proceed.
- Notify the Public Works Operations Manager of the incident.
 - **If the Public Works Operations Manager cannot be reached, contact the Public Works Director, and if also unreachable, the Public Works Superintendent**
- Wait for Restoration Firm to arrive.
- Forward incident reports and related documents to the City’s manager’s office. For claims and for potential claims, follow City policies.

• **Chapter 5 - Public Notification**

5.1 County Environmental Health Division Requirements

In the event of an SSO, the City will contact the County Environmental Health Division (EHD) for direction on public notification requirements. The County EHD Officer shall determine if:

- a field investigation of the discharge site and potentially affected areas is required and;
- public warning signs should be posted to notify the public of the risk of contamination.

City staff shall post, monitor, and remove public warning signs as directed by the County EHD Officer.

An example warning sign is included in 3.7 SSO Notification Signage and Restrict.

5.2 Point of Contact

The City Manager shall be responsible for public notification via the media, if necessary.

Chapter 6 SSO Documentation and Reporting

All SSOs should be thoroughly investigated and documented for use in managing the sewer system and meeting established reporting requirements.

6.1 Internal SSO Documentation

The responder will complete a Line Cleaning Work Order and the Sanitary Sewer Incident Report (GPWUD-SOP-01). The responder will follow the procedures and complete the Incident Report even if an SSO has occurred within a residence or building for internal processing.

The Public Works Operations Manager, or their designee, will prepare a file for each individual SSO. The file should include the following information:

- Initial service call information
- Water/Sewer Leak Report (GPWUD-SOP-03)
- Sanitary Sewer Incident Report
- Copies of the California Integrated Water Quality System (CIWQS) report forms
- Volume estimation, including method and calculations
- Photographs, if applicable
- Water quality sampling and test results, if applicable

6.2 External SSO Documentation Requirements

The GWDR requires that individual SSO records be maintained by the City for a minimum of five years and shall be made available for review by the SWRCB or RWQCB during an onsite inspection. Records shall be retained for all SSOs, including but not limited to the following when applicable:

- General records to document compliance with the GWDR, including any required records generated by sanitary sewer system contractors and work orders, work completed, and any other maintenance records from the previous five years which are associated with responses and investigations of system problems related to SSOs;
- Records for each SSO event, including but not limited to:
 - Complaint records documenting how the City responded to all notifications of possible or actual SSOs, both during and after business hours, including complaints that do not result in SSOs. Each complaint record shall, at a minimum, include the following information:
 - Date, time, and method of notification.
 - Date and time the complainant or informant first noticed the SSO.
 - Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
 - Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
 - Final resolution of the complaint.
- Records documenting steps and/or remedial actions undertaken by the City, using all available information, to comply with Section D.7. of the GWDR;

- Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated; and
- Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from Supervisory Control and Data Acquisition (SCADA) systems, alarm system(s), and flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.

SSO records are kept at the Public Works Department Administrative Office (599 El Camino Real, Greenfield)

6.3 Internal SSO Reporting Procedure

6.3.1 Category 1 and 2 SSOs

The responder will immediately notify the Public Works Operations Manager (if the Public Works Manager cannot be reached, contact the Public Works Director, and if also unreachable, the Street Superintendent). The responder will fill out the **Sanitary Sewer Incident Report form** or **SSIR-1 (GPWUD-SOP-01)** and turn it in to the Public Works Operations Manager, who is the Legally Responsible Official (LRO). The Public Works Operations Manager or their designee will meet with field crew at the site of the SSO event to assess the situation and to document the conditions with photos. In the event of a very large overflow or an overflow in a sensitive area, the Public Works Operations Manager may notify the City Manager.

6.3.2 Category 3 SSO

The responder will fill out the Sanitary Sewer Incident Report Form and turn it in to the LRO.

6.4 External SSO Reporting Procedure

6.4.1 SWRCB Requirements (CIWQS)

The CIWQS electronic reporting system should be used for reporting SSO information to the SWRCB. A flow chart showing the external reporting response requirements based on the type of SSO is included as Figure 6-1 and a check list with contact information is included as Figure 6-2

Category 1 and Category 2 SSOs

For Category 1 SSOs greater than or equal to 1,000 gallons:

Within two hours of being aware of the SSO, the Public Works Operations Manager, or their designee, will:

- Notify Office of Emergency Services (OES, formerly the Emergency Management Agency) and obtain spill number for use in other reports; and
- Notify the County of Monterey Environmental Health Division.

For Category 1 and Category 2 SSOs:

Within 3 business days of being aware of the SSO, the Public Works Director, or their designee, will submit the draft SSO report using CIWQS.

Within 15 calendar days of the conclusion of SSO response and remediation, the Public Works Operations Manager, or their designee, will certify the final report using CIWQS.

The Public Works Operations Manager (who is the City’s LRO), or their designee, will update the certified report as new or changed information becomes available.

Category 3 SSOs

Within 30 calendar days after the end of the calendar month in which the SSO occurs, the Public Works Manager, or their designee, will submit an electronic report using CIWQS. The Public Works Director, or their designee, will certify the report. The report will include the information to meet the GWDR requirements.

Monthly No Spill Certification

If there are no SSOs during the calendar month, the Public Works Manager, or their designee, will submit a report that the City did not have any SSOs, **within 30 calendar days after the end of each calendar month.** The Public Works Operations Manager, or their designee, will certify the report.

Amended SSO Reports

The Public Works Manager, or their designee, may update the certified report as new or changed as information becomes available. Reports can only be amended within 120 calendar days after SSO end date. The Public Works Operations Manager, or their designee, will certify the amended report.

SSO Technical Report

The City will submit an SSO Technical Report in the CIWQS Online SSO Database **within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters.** This report will include the following:

Causes and Circumstances of the SSO:

- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s), and final destination(s).
- Detailed description of the methodology employed, and available data used to calculate the Volume of the SSO and, if applicable, the SSO volume recovered.

- Detailed description of the cause(s) of the SSO.
- Copies of original field crew records used to document the SSO.
- Historical maintenance records for the failure location.

City's Response to SSO:

- Chronological narrative description of all actions taken by enrollee to terminate the spill.
- Explanation of how the City's SSOREP was implemented to respond to and mitigate the SSO.
- Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

- Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- Detailed location map illustrating all water quality sampling points.

Private Lateral Sewage Discharges

Reporting of private lateral sewage discharges (PLSD) is voluntary. The City does not report private lateral SSOs to CIWQS.

CIWQS Not Available

In the event that CIWQS is not available, the Public Works Operations Manager, or their designee, will fax or email all required information to the RWQCB office in accordance with the time schedules identified above. In such event, the City will submit the appropriate reports using CIWQS as soon as practical when the database becomes available. The Central Valley RWQCB (Region 3) San Luis Obispo Office fax number is (530) 224-4857.

Chapter 7 SSO Response Training

This section provides information on the training that is required to support this Sanitary Sewer Overflow Response Plan.

7.1 Employees and Contractor Employees

7.1.1 Initial and Annual Refresher Training

All City personnel and contractor employees who may have a role in responding to, reporting, and/or mitigating a sewer system overflow should receive training on the contents of this SSORP.

All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed.

7.1.2 SSO Training Record Keeping

Records should be kept of all training that is provided in support of this plan. The records for all scheduled training courses and for each overflow emergency response training event should include date, time, place, content, name of trainer(s), and names of attendees. Records of personnel SSO training are kept on file at the Public Works Department Administrative Office (599 El Camino Real).

GPWUD-SOP-01
Sanitary Sewer Overflow Response Procedure

**SANITARY SEWER OVERFLOW RESPONSE
PROCEDURE**

GPWUD-SOP-01

ID No.:	GPWUD-SOP-01
Rev. No.:	0
Date:	9/1/2020
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 Standard Operating Procedure City of Greenfield		Document No. GPWUD- SOP- 01
Title: SANITARY SEWER OVERFLOW RESPONSE PROCEDURE		Revision Number: new
Prepared by: Arturo Felix Public works Operations Manager	Approved BY:	Page: 1 of 6 Effective Date: September 1, 2020

1. PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to aid staff in prompt and responsible SSO response and is intended only as a condensed version of the Sanitary Sewer Overflow Response Plan (SSORP). The purpose of this SOP is to provide specific guidelines for Sanitary Sewer Overflow (SSO) notification, containment, clean-up and reporting.

2. SCOPE:

This procedure applies to the Greenfield employees responding to sanitary sewer overflows or spills.

3. RESPONSABILITIES:

- a) GPD Utilities Division is responsible for responding to the scene of the SSO to document the event, its cause, and its clean up. Utilities Division staff will report the SSO to the SWRCB as required and following CIWQS.
- b) The Operations Manager is responsible for ensuring that employees are properly informed of and trained on how to follow the procedures. Managers and supervisors are responsible for ensuring training is conducted with the most recent version of the SOP.
- c) Personnel Performing the Job -All Public Works Staff are responsible for following these procedures

4. NOTIFICATION PROCEDURES:

- a) The regular working hours are Monday through Friday from 8:00 a.m. to 5:00 p.m., except holidays. When a report of a sewer spill or backup is made, City staff will take the information from the caller, and fill out the Water/Sewer Leak Report. Then notifies the appropriate Responder, this call may be directly to the On-Call Personnel.
- b) After working hours, calls are automatically routed to the Monterey County dispatcher who takes essential information and then notifies the appropriate Responder, who responds to the incident.
- c) The response measures will be based on the information provided by the caller (weather traffic conditions, small back up vs. sewage flowing on the ground, etc.).
- d) If additional help is needed, the On-Call personnel will contact other employees, contractors, and/or equipment suppliers as listed in the External Emergency

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Contact List (SSORP Appendix B) and the City Responders Contact List (SSORP Appendix C).

5. RESPONDING TO SSOs:

When responding to an SSO Collection System Operators need to work quickly to contain the spill, relieve the stoppage, and clean the spill. **DO NOT PANIC!**

- a) Identify and assess the affected area and extent/impact of the spill and request additional help as needed for line cleaning or repair, containment, recovery, lab analysis and site cleanup.

6. FIRST STEP-CONFIRMATION:

Upon receipt of notification and immediately after field confirmation of a sewer overflow, regardless of whether it is a city main, manhole, other structure, or a Private lateral clearly assess the situation and comply with all safety precautions (traffic, confined space, etc.).

Internal Supervisor Contact Requirements; If the Public Works Operations Manager cannot be reached, contact the Public Works Director, and if also unreachable, the Public Works Street Superintendents.

The individual or individuals responding **MUST** Call 911. When calling must request to be connected to Monterey County Communications Dispatcher so the Monterey County Division of Environmental Health to be notified and summoned to the spill site. Obtain the name of the individual that you spoke with at 911 and the time that you called, enter this information on the SSO report form keeping detailed notes of the spill incident. There shall be no exceptions to this notification procedure. The 911 notification procedure is a procedure that was placed into effect by the Monterey County Environmental Health Department.

7. SECOND STEP – CLEAR THE STOPPAGE:

- a) Depending on the volume of flow and the expectation of containment, this might be your first step. Follow the procedures for clearing a stoppage If assistance is required, immediately contact Operations Manager or Street Superintendents, to respond with the Ford Camel Jettter Truck.
- b) Using the appropriate cleaning equipment, set up downstream of the blockage and hydro clean upstream from a clear maintenance hole. Attempt to remove the blockage from the system and observe the flows to ensure that the blockage does not recur downstream. If the blockage cannot be cleared within a reasonable time or conveyance system requires construction repairs, contingency plans must be employed as needed, including containment, bypass pumping, contractual assistance etc. If assistance is required, immediately contact other employees, contractors and equipment suppliers as required. See External Emergency Contact List and City Responders Contact List (included as SSORP Appendices B and C, respectively).
- c) Use barricades, caution tape, cones, etc. as needed to keep the public away from a sewage release (Attachment C). Signs warning the public of a sewage release should be posted in the affected area if directed by Monterey County

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Environmental Health Division. Warning signs should remain posted until
Monterey County Environmental Health Division.

8. **THIRD STEP- ESTIMATE SPILL VOLUME** After the stoppage has been relieved and before the clean-up begins, the first responder needs to estimate the spill volume that has been contained. This is performed by considering each area where sewage is contained separately, then adding the estimated amounts for each area.
9. **FOURTH STEP- NOTIFICATION:** Shall be the Governor's Office of Emergency Services (OES). Their phone number is 1-800-852-7550. Pursuant to law, this must be made within two (2) hours from the time the spill was discovered or reported. The responding individual must obtain a CONTROL NUMBER from OES. This number must also be documented on this report.
10. **FIFTH STEP – COMPLETE SSO REPORT FORMS** Once the spill has been cleaned-up, the SSO event must be documented. Within the SSO Response Plan Packet, you will find several forms related to SSOs; including the SSIR-1. Form (Attachment A) and Line Cleaning Work Order (Attachment B). These forms need to be filled in as completely as possible

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Attachment A – Sanitary Sewer Incident Report- SSIR-01

City of Greenfield	Sanitary sewer Response Plan	SSIR-01
SANITARY SEWER INCIDENT REPORT		

This Report is (CHECK ONE) Preliminary Final Revised Final

A. SPILL LOCATION	
Spill location Street and Number: _____ Street Flow Direction (N,W,S,or E): _____	
Nearest Cross Street: _____	
Spill Location Description: _____	
Location #2 (Street Name and Number): _____	
Location #3 (Street Name and Number): _____	
B. SPILL OCCURING TIME	
SSO Report to (Who received call): _____ SSO Reported by (Who Called): _____	
Estimated overflow began: _____ Time Agency Notified (time): _____	
Operator arrival time: _____ Estimated spill end time & Date: _____	
Weather conditions prior 72 hrs: () Sunny () Cloudy () measurable rain () Rain for several days	
C. SPILL DISCRITION	
Spill Appearance point: () Building or Structure () Pump Station () Manhole () Clean-out () Other sewer system structure () Other	
Did spill reach a gravity storm drain: () Yes () No	
If spill reached a gravity storm drain, was it fully captured and returned to Sanitary Sewer? () Yes () No	
If the spill was NOT fully capture and returned to sanitary sewer, does gravity storm water discharge to dedicated ground water percolation pond. () Yes () No	
Was spill from a private lateral? () Yes () No	
Final spill destination: () Building or Structure () Street/Curb Gutter () Storm drain () Other paved surface () Other unpaved surface () Other	
Estimated volume (in Gallons); _____ Method calculated volume: _____	
Estimated volume of SSO recovered (gal): _____ were photos taken of spill: () Yes () No	
D. CAUSE OF SPILL-PLEASE CHECK "PRIMARY" CAUSE OF SSO	
SSO cause (check "primary" cause)	
() Debris/blockage () Grease () Roots () Operator error	
() Pump station failure () Electrical power failure () Vandalism () Other (specify)	

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E. SPILL RESPONSE

Spill response activities (check all that apply):
 Clean up Restore flow Contained all/portion of spill
 Returned all / portion of spill to sanitary sewer Other (specify)

Was any debris removed from location? (toilet paper, etc) Yes No

Picture taken of cleanup activities. Yes No

Restoration of effected area completed (Date and Time): _____

Time &Date Reported to OES (Office of Emergency Services): _____ CAL-EMA # _____

DRAWING OF SPILL: (street location)



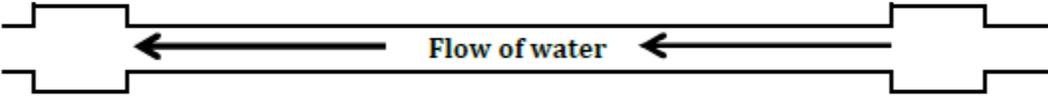
Spill Volume Estimated by:	Report Completed by:	Report Completed by (time & date):
----------------------------	----------------------	------------------------------------

Official Use only

Spill ID #	Report Verified By:
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Attachment A – Line Cleaning Work Order

	<p>City of Greenfield Department of Public works Utilities Division 920 Walnut Avenue Greenfield, Ca (831)674-2635 / FAX (831)674-3259</p>	<p>Sanitary Sewer Maintenance</p> <p>GPWUD-SOP-01 Revised 8-2020</p>																									
<h2 style="margin: 0;">Line Cleaning Work Order</h2>																											
<p>Work Order Date: _____ Work Order Date: _____ Crew Members: _____ Crew Arrival time: _____</p>																											
<p>Type of Maintenance:</p> <p>Sanitary Sewer Manholes <input type="checkbox"/> Storm Drain catch basins <input type="checkbox"/> Other <input type="checkbox"/></p>																											
<p>Reason for Maintenance:</p> <p>Preventive Maintenance <input type="checkbox"/> Service call-out <input type="checkbox"/> Other <input type="checkbox"/></p>																											
<p>location Notes: _____ _____ _____</p>																											
																											
<p>_____ (Start Location Address) _____ (End Location Address)</p>																											
<p>Cleaning Results: (Circle Application Result(s))</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: black; color: white;">Type of Material</th> <th style="background-color: black; color: white;">Clear <small>(no materials)</small></th> <th style="background-color: black; color: white;">Light</th> <th style="background-color: black; color: white;">Moderate</th> <th style="background-color: black; color: white;">Heavy</th> </tr> </thead> <tbody> <tr> <td>Debris (sand, grit, rock)</td> <td>DL</td> <td>DL</td> <td>DM</td> <td>DH</td> </tr> <tr> <td>Grease</td> <td>GL</td> <td>GL</td> <td>GM</td> <td>GM</td> </tr> <tr> <td>Roots</td> <td>RL</td> <td>RL</td> <td>RM</td> <td>RM</td> </tr> <tr> <td>Other</td> <td>OL</td> <td>OL</td> <td>OM</td> <td>OM</td> </tr> </tbody> </table>			Type of Material	Clear <small>(no materials)</small>	Light	Moderate	Heavy	Debris (sand, grit, rock)	DL	DL	DM	DH	Grease	GL	GL	GM	GM	Roots	RL	RL	RM	RM	Other	OL	OL	OM	OM
Type of Material	Clear <small>(no materials)</small>	Light	Moderate	Heavy																							
Debris (sand, grit, rock)	DL	DL	DM	DH																							
Grease	GL	GL	GM	GM																							
Roots	RL	RL	RM	RM																							
Other	OL	OL	OM	OM																							
<p>Recommended Action:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Cleaning Frequency _____ Months</td> <td style="width: 50%;">Video inspection ? : yes () No ()</td> </tr> <tr> <td>Repairs ? : Yes () NO ()</td> <td>Manhole inspection ? : yes () No ()</td> </tr> <tr> <td>Root Control ? : Yes () NO ()</td> <td></td> </tr> </table>			Cleaning Frequency _____ Months	Video inspection ? : yes () No ()	Repairs ? : Yes () NO ()	Manhole inspection ? : yes () No ()	Root Control ? : Yes () NO ()																				
Cleaning Frequency _____ Months	Video inspection ? : yes () No ()																										
Repairs ? : Yes () NO ()	Manhole inspection ? : yes () No ()																										
Root Control ? : Yes () NO ()																											
<p>COMPLETED BY: _____ SIGNATURE: _____</p>																											
<p>Office review by: _____ Date: _____</p>																											

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**THIS DOCUMENT IS CONTROLLED AND ANY
MODIFICATIONS MUST BE APPROVED BY
THE CITY OF GREENFIELD UTILITIES DIVISION**

>> END OF SOP >>

GPWUD-SOP-02
Methods for Estimating Spill Volume

**Methods for Estimating
Spill Volume
GPWUD-SOP-02**

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 Standard Operating Procedure City of Greenfield Public Works - Utilities Division		Document No. GPWUD- SOP- 02
Title: Methods for Estimating Spill Volume		Revision Number: new
Prepared by: Arturo Felix Public works Operations Manager	Approved BY:	Page: 1 of 3 Effective Date: September 1, 2020

A variety of approaches exist for estimating the volume of a sanitary sewer spill. This appendix documents the three methods that are most often employed. The person preparing the estimate should use the method most appropriate to the sewer overflow in question and use the best information available. Photographs are critical in using any of the spill volume methods.

*Additional reference material available

Method 1 Eyeball Estimate

The volume of small spills can be estimated using an “eyeball estimate”. To use this method, imagine the amount of water that would spill from a bucket or a barrel. A bucket contains 5 gallons and a barrel contains 50 gallons. If the spill is larger than 50 gallons, try to break the standing water into barrels and then multiply by 50 gallons. This method is useful for contained spills up to approximately 200 gallons.

Method 2 Area/Volume Calculations

The volume of most small spills that have been contained can be estimated using this method. The shape, dimensions, and the depth of the contained wastewater are needed. The shape and dimensions are used to calculate the area of the spills and the depth is used to calculate the volume.

- Step 1 Sketch the shape of the contained sewage (see Figure 1).
- Step 2 Measure or pace off the dimensions.
- Step 3 Measure the depth at several locations and select an average.
- Step 4 Convert the dimensions, including depth, to feet.
- Step 5 Calculate the area in square feet using the following formulas:

Rectangle: Area = length (feet) x width (feet)

Circle: Area = diameter (feet) x diameter (feet) x .785

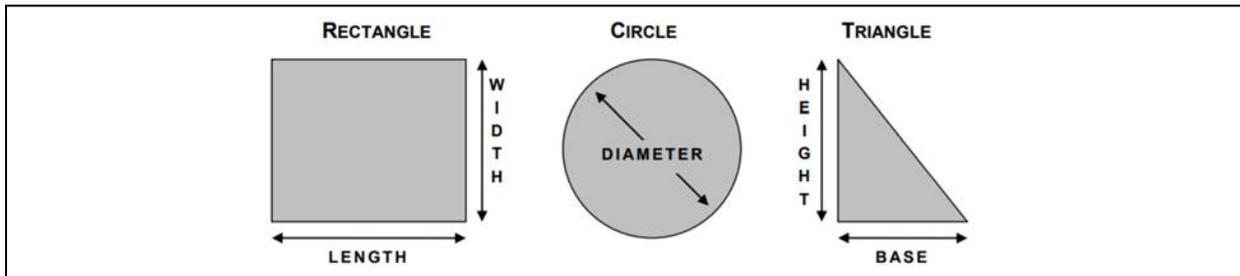
Triangle: Area = base (feet) x height (feet) x 0.5

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Step 6 Multiply the area (square feet) times the depth (in feet) to obtain the volume in cubic feet.

Step 7 Multiply the volume in cubic feet by 7.5 to convert it to gallons.

1. Figure 1: Common Shapes and Dimensions



Method 3 Duration and Flowrate

Calculating the volume of larger spills, where it is difficult or impossible to measure the area and depth requires a different approach. In this method, the separate estimates are made of the duration of the spill and the flowrate. The methods of estimating duration and flowrate are:

Duration: The duration is the elapsed time from the time the spill started to the time that the flow was restored.

Start time: The start time is sometimes difficult to establish. Here are some approaches:

1. Local residents can be used to establish start time. Inquire as to their observations. Spills that occur in rights-of-way are usually observed and reported promptly. Spills that occur out of the public view can go on longer.
2. Conditions at the spill site change over time. Initially there will be limited deposits of toilet paper and other sewage solids. Taking photographs to document the observations can be helpful if questions arise later in the process.
3. It is important to remember that spills may not be continuous. Blockages are not usually complete (some flow continues). In this case the spill would occur during the peak flow periods (typically 10:00 to 12:00 and 13:00 to 16:00 each day). Spills that occur due to peak flows in excess of capacity will occur only during, and for a short period after, heavy rainfall.

End time: The end time is usually much easier to establish. Field crews on-site observe the “blow down” that occurs when the blockage has been removed.

Flow Rate: The flowrate is the average flow that left the sewer system during the time of the spill. There are three common ways to estimate the flowrate:

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1. The Manhole Flowrate Chart:

This chart, attached as Page 6, shows sewage flowing from manhole covers at a variety of flowrates. The observations of the field crew can be used to select the appropriate flowrate from the chart. If possible, photographs are useful in documenting basis for the flowrate estimate.

2. Flowmeter:

Changes in flows in downstream flowmeters can be used to estimate the flowrate during the spill.

3. Counting Connections:

Once the location of the spill is known, the number of upstream connections can be determined from the sewer maps. Multiply the number of connections by 200 to 250 gallons per day per connection or 8 to 10 gallons per hour per connection.

For example:

22 upstream connections x 9 gallons per hour per connection

= 198 gallons per hour / 60 minutes per hour

= 3.3 gallons per minute

Spill Volume: Once duration and flowrate have been estimated, the volume of the spill is the product of the duration in hours or days and the flowrate in gallons per hour or gallons per day.

For example:

Spill start time = 11:00

Spill end time = 14:00

Spill duration = 3 hours

3.3 gallons per minute X 3 hours X 60 minutes per hour = 594 gallons

**Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and
Response Plan**

Attachment D - Sample Templates for SSO Volume Estimation

**TABLE 'A'
ESTIMATED SSO FLOW OUT OF M/H WITH COVER IN PLACE**

24" COVER				36" COVER			
Height of spout above M/H rim H in inches	S S O FLOW		Min. Sewer size in which these flows are possible	Height of spout above M/H rim H in inches	S S O FLOW		Min. Sewer size in which these flows are possible
	in gpm	in MGD			in gpm	in MGD	
1/4	1	0.001		1/4	1	0.002	
1/2	3	0.004		1/2	4	0.006	
3/4	6	0.008		3/4	8	0.012	
1	9	0.013		1	13	0.019	
1 1/4	12	0.018		1 1/4	18	0.026	
1 1/2	16	0.024		1 1/2	24	0.035	
1 3/4	21	0.030		1 3/4	31	0.044	
2	25	0.037		2	37	0.054	
2 1/4	31	0.045		2 1/4	45	0.065	
2 1/2	38	0.054		2 1/2	55	0.079	
2 3/4	45	0.065	2 3/4	66	0.095	6"	
3	54	0.077	3	78	0.113		
3 1/4	64	0.092	3 1/4	93	0.134		
3 1/2	75	0.107	3 1/2	109	0.157		
3 3/4	87	0.125	3 3/4	127	0.183		
4	100	0.145	4	147	0.211		
4 1/4	115	0.166	4 1/4	169	0.243		
4 1/2	131	0.189	4 1/2	192	0.276		
4 3/4	148	0.214	4 3/4	217	0.312		
5	166	0.240	5	243	0.350		
5 1/4	185	0.266	5 1/4	270	0.389	8"	
5 1/2	204	0.294	5 1/2	299	0.430		
5 3/4	224	0.322	5 3/4	327	0.471		
6	244	0.352	6	357	0.514		
6 1/4	265	0.382	6 1/4	387	0.558		
6 1/2	286	0.412	6 1/2	419	0.603		
6 3/4	308	0.444	6 3/4	451	0.649		
7	331	0.476	7	483	0.696		
7 1/4	354	0.509	7 1/4	517	0.744		
7 1/2	377	0.543	7 1/2	551	0.794		10"
7 3/4	401	0.578	7 3/4	587	0.845		
8	426	0.613	8	622	0.896		
8 1/4	451	0.649	8 1/4	659	0.949		
8 1/2	476	0.686	8 1/2	697	1.003		
8 3/4	502	0.723	8 3/4	734	1.057		
9	529	0.761	9	773	1.113		

Disclaimer:
This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

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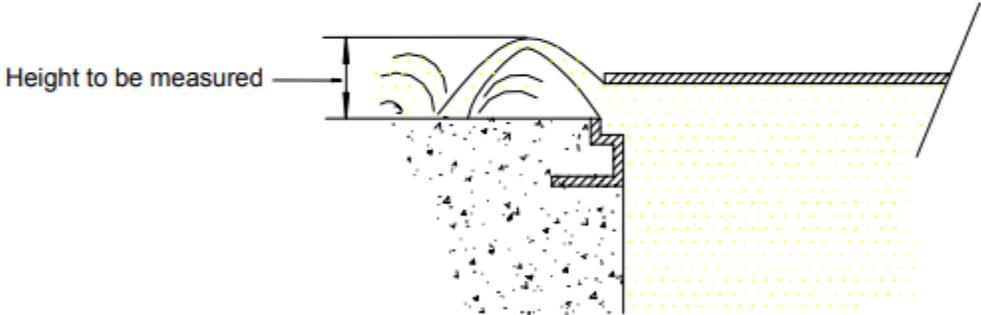
**Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and
Response Plan**

The formula used to develop Table A measures the maximum height of the water coming out of the maintenance hole above the rim. The formula was taken from hydraulics and its application by A.H. Gibson (Constable & Co. Limited).

Example Overflow Estimation:

The maintenance hole cover is unseated and slightly elevated on a 24" casting. The maximum height of the discharge above the rim is 5 ¼ inches. According to Table A, these conditions would yield an SSO of 185 gallons per minute.

FLOW OUT OF M/H WITH COVER IN PLACE



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

**Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and
Response Plan**

**TABLE 'B'
ESTIMATED SSO FLOW OUT OF M/H WITH COVER REMOVED**

24" FRAME

Water Height above M/H frame H in inches	S S O FLOW Q		Min. Sewer size in which these flows are possible.
	in ppm	in MGD	
1/8	28	0.04	
1/4	62	0.09	
3/8	111	0.16	
1/2	160	0.23	
5/8	215	0.31	6"
3/4	354	0.51	8"
7/8	569	0.82	10"
1	799	1.15	12"
1 1/8	1,035	1.49	
1 1/4	1,340	1.93	15"
1 3/8	1,660	2.39	
1 1/2	1,986	2.86	
1 5/8	2,396	3.45	18"
1 3/4	2,799	4.03	
1 7/8	3,132	4.51	
2	3,444	4.96	21"
2 1/8	3,750	5.4	
2 1/4	3,986	5.74	
2 3/8	4,215	6.07	
2 1/2	4,437	6.39	
2 5/8	4,569	6.58	24"
2 3/4	4,687	6.75	
2 7/8	4,799	6.91	
3	4,910	7.07	

36" FRAME

Water Height above M/H frame H in inches	S S O FLOW Q		Min. Sewer size in which these flows are possible.
	in ppm	in MGD	
1/8	49	0.07	
1/4	111	0.16	
3/8	187	0.27	6"
1/2	271	0.39	
5/8	361	0.52	8"
3/4	458	0.66	
7/8	556	0.8	10"
1	660	0.95	12"
1 1/8	1,035	1.49	
1 1/4	1,486	2.14	15"
1 3/8	1,951	2.81	
1 1/2	2,424	3.49	18"
1 5/8	2,903	4.18	
1 3/4	3,382	4.87	
1 7/8	3,917	5.64	21"
2	4,458	6.42	
2 1/8	5,000	7.2	24"
2 1/4	5,556	8	
2 3/8	6,118	8.81	
2 1/2	6,764	9.74	
2 5/8	7,403	10.66	
2 3/4	7,972	11.48	30"
2 7/8	8,521	12.27	
3	9,062	13.05	
3 1/8	9,604	13.83	
3 1/4	10,139	14.6	
3 3/8	10,625	15.3	36"
3 1/2	11,097	15.98	
3 5/8	11,569	16.66	
3 3/4	12,035	17.33	
3 7/8	12,486	17.98	
4	12,861	18.52	
4 1/8	13,076	18.83	
4 1/4	13,285	19.13	
4 3/8	13,486	19.42	

Disclaimer:

This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

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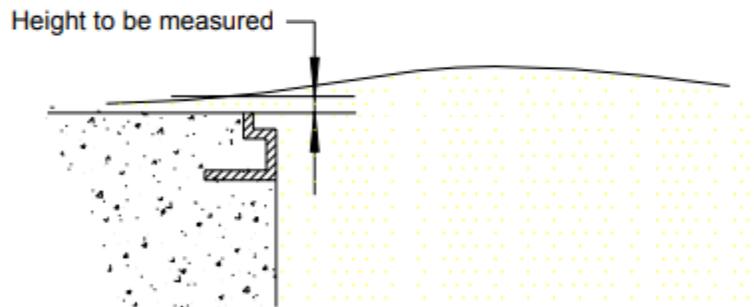
**Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and
Response Plan**

The formula used to develop Table B for estimating SSO's out of maintenance holes without covers is based on discharge over curved weir -- bell mouth spillways for 2" to 12" diameter pipes. The formula was taken from hydraulics and its application by A.H. Gibson (Constable & Co. Limited).

Example Overflow Estimation:

The maintenance hole cover is off and the flow coming out of a 36" frame maintenance hole at one inch (1") height will be approximately 660 gallons per minute.

FLOW OUT OF M/H WITH COVER REMOVED (TABLE "B")



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

**Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and
Response Plan**

**TABLE 'C'
ESTIMATED SSO FLOW OUT OF M/H PICK HOLE**

Height of spout above M/H cover <i>H</i> in inches	SSO FLOW <i>Q</i> in gpm	Height of spout above M/H cover <i>H</i> in inches	SSO FLOW <i>Q</i> in gpm
1/8	1.0	5 1/8	6.2
1/4	1.4	5 1/4	6.3
3/8	1.7	5 3/8	6.3
1/2	1.9	5 1/2	6.4
5/8	2.2	5 5/8	6.5
3/4	2.4	5 3/4	6.6
7/8	2.6	5 7/8	6.6
1	2.7	6	6.7
1 1/8	2.9	6 1/8	6.8
1 1/4	3.1	6 1/4	6.8
1 3/8	3.2	6 3/8	6.9
1 1/2	3.4	6 1/2	7.0
1 5/8	3.5	6 5/8	7.0
1 3/4	3.6	6 3/4	7.1
1 7/8	3.7	6 7/8	7.2
2	3.9	7	7.2
2 1/8	4.0	7 1/8	7.3
2 1/4	4.1	7 1/4	7.4
2 3/8	4.2	7 3/8	7.4
2 1/2	4.3	7 1/2	7.5
2 5/8	4.4	7 5/8	7.6
2 3/4	4.5	7 3/4	7.6
2 7/8	4.6	7 7/8	7.7
3	4.7	8	7.7
3 1/8	4.8	8 1/8	7.8
3 1/4	4.9	8 1/4	7.9
3 3/8	5.0	8 3/8	7.9
3 1/2	5.1	8 1/2	8.0
3 5/8	5.2	8 5/8	8.0
3 3/4	5.3	8 3/4	8.1
3 7/8	5.4	8 7/8	8.1
4	5.5	9	8.2
4 1/8	5.6	9 1/8	8.3
4 1/4	5.6	9 1/4	8.3
4 3/8	5.7	9 3/8	8.4
4 1/2	5.8	9 1/2	8.4
4 5/8	5.9	9 5/8	8.5
4 3/4	6.0	9 3/4	8.5
4 7/8	6.0	9 7/8	8.6
5	6.1	10	8.7

Unrestrained
M/H cover will
start to lift

Note: This chart is based on a 7/8 inch diameter pick hole

Disclaimer: This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

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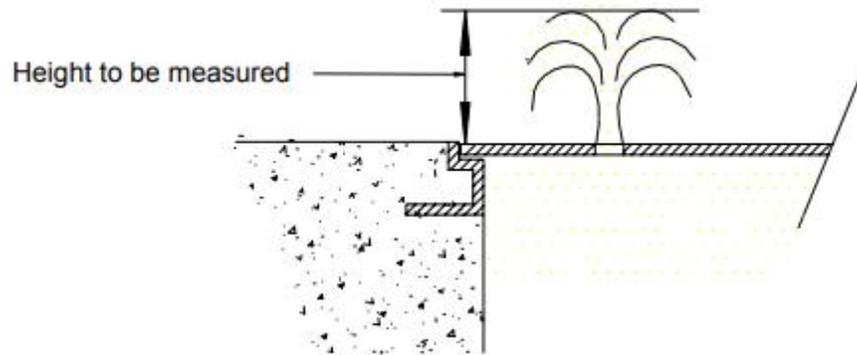
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Response Plan**

The formula used to develop Table C is $Q=CcVA$, where Q is equal to the quantity of the flow in gallons per minute, Cc is equal to the coefficient of contraction (.63), V is equal to the velocity of the overflow, and A is equal to the area of the pick hole.² If all units are in feet, the quantity will be calculated in cubic feet per second, which when multiplied by 448.8 will give the answer in gallons per minute. (One cubic foot per second is equal to 448.8 gallons per minute, hence this conversion method).

Example Overflow Estimation:

The maintenance hole cover is in place and the height of water coming out of the pick hole seven-eighths of an inch in diameter (7/8") is 3 inches (3"). This will produce an SSO flow of approximately 4.7 gallons per minute.

FLOW OUT OF VENT OR PICK HOLE (TABLE "C")



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

² Velocity for the purposes of this formula is calculated by using the formula $h = v^2 / 2G$, where h is equal to the height of the overflow, v is equal to velocity, and G is equal to the acceleration of gravity.

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Best Practices for Sanitary Sewer Overflow (SSO) Prevention and
Response Plan**



Wastewater Collection Division
(619) 654-4160

Flow Estimation Pictures



rev. 4/09

**Reference Sheet for Estimating Sewer Spills
from Overflowing Sewer Manholes**
All estimates are calculated in gallons per minute (gpm)



All photos were taken during a demonstration using metered water from a hydrant in cooperation with the City of San Diego's Water Department.



City of San Diego
Metropolitan Wastewater Department



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**THIS DOCUMENT IS CONTROLLED AND ANY
MODIFICATIONS MUST BE APPROVED BY
THE CITY OF GREENFIELD UTILITIES DIVISION**

>> END OF SOP >>

GPWUD-SOP-03
Customer Service Procedures

Customer Service Procedures

GPWUD-SOP-03

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 Standard Operating Procedure City of Greenfield Public Works - Utilities Division		Document No. GPWUD-SOP-03
Title: CUSTOMER SERVICE PROCEDURES		Revision Number: new
Prepared by: Arturo Felix Public works Operations Manager	Approved BY:	Page: 1 of 4 Effective Date: September 1, 2020

The City of Greenfield Utilities Division Provides service to both internal and external customers. Every day, phone calls are received that range from vendor questions, service requests, request from internal and external divisions and/or call for general information.

1. Purpose:

Our purpose is to provide the same level of customer service that we would expect if we were the customer. Staff covering the front desk should be able to answer any question that comes from any internal or external customer, vender or other division. These needs should be met within a timely fashion, accurately, courteously and efficiently.

2. Scope:

This procedure applies to the Greenfield employees responding to customer.

3. Water related calls:

The Customer Service receives many waters related calls daily. It is our responsibility to take down as much information as possible to ensure the best service to the citizens and community including full address and zip code. Calls that are frequently received are as follows:

- a) Water service connection applications
- b) New water service application
- c) Water service Disconnection
- d) High water usage or Low water pressure

4. Water / Sewer leak report

Members of the public may detect and report a possible overflow. Greenfields' Customer Service Department or after-hours on-call answering service is primarily responsible for receiving phone calls from the public with notification of possible overflows from the sanitary sewer collection system. The primary phone number for Greenfield Utilities (831-674-2635) is available and answered 8 hours per day 8:00 am to 5:00 pm. The afterhours answering service references the caller to call 911 for emergencies or Monterey County dispatch non-emergency number (831) 385-8311 of a possible overflow.

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The person at City Hall receiving the call, for more accurately and effectively track phone calls from the public will obtain all relevant information (see attached Water/Sewer Leak Report) available regarding the possible overflow or water leak including:

- a. Time and date call was received;
- b. Specific location and/or address of possible overflow;
- c. Description of problem; and
- d. Caller's name and call back phone number

5. Customer Service

Personnel should record all relevant overflow information on Water/Sewer Leak Report and shall dispatch The Utilities System Operator to response to call out for confirmation of a water or sewer overflow.

6. Overflow verification

The response personnel shall promptly notify Public Works Administration or the Operations Manager when an overflow is confirmed by phone or text or e-mail.

7. Internal SSO Documentation

The Customer Service will complete the Water/Sewer Leak Report (Attachment A) and forward the report to Public Works Admin. The responder will follow the procedures and complete the Sanitary Sewer Incident Report- SSIR-01(Attachment B).

The Public Works Operations Manager, or their designee, will prepare a file for each individual SSO. The file should include the following information:

- a) Initial service call information- Water/ Sewer Leak Report
- b) Sanitary Sewer Incident Report- SSIR-01
- c) Copies of the California Integrated Water Quality System (CIWQS) report forms
- d) Volume estimation, including method and calculations
- e) Photographs, if applicable
- f) Water quality sampling and test results, if applicable

Contact information for customers to report possible SSOs is posted on the Greenfield Public Works' website and on Social Media contact pages.

**Emergency Response to overflows shall be available
24 hours per day, 365 days of the year.**

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Attachment A – Water/ Sewer Leak Report

Customer Service Procedures
GPWUD-SOP-03

Greenfield Public Works Department
Safety Rules, Policies and Procedures

WATER/SEWER LEAK REPORT

REPORT RECEIVED BY: _____ DATE: _____ TIME: _____

CALLER NAME: _____ ACCOUNT: _____ PHONE # _____

ADDRESS _____ ADDRESS OF LEAK (IF DIFFERENT): _____

DESCRIPTION OF PROBLEM / EMERGENCY: _____

DESCRIPTION: LEAK LOCATION ON STREET: BY SIDEWALK _____ MIDDLE OF STREET _____ OTHER _____

LEAK IS LOCATED CENTER OF STREET, IS WATER COMING FROM A ROUND COVER? YES _____ NO _____

WHEN WAS LEAK NOTICED? _____

IS THERE ANY CONSTRUCTION OUTSIDE HOME OR BUSINESS? YES _____ NO _____

CALL RECEIVED BY: PHONE _____ WALK IN _____ OTHER _____

REPORTED SENT TO: _____ DATE: _____ TIME _____

OFFICE ONLY
CONFIRMATION: WATER LEAK: _____ SEWER SPILL REPORT: _____ REPORT ID # (S- _____ W- _____)

Customer Service Procedures
GPWUD-SOP-03

Greenfield Public Works Department
Safety Rules, Policies and Procedures

WATER/SEWER LEAK REPORT

REPORT RECEIVED BY: _____ DATE: _____ TIME: _____

CALLER NAME: _____ ACCOUNT: _____ PHONE # _____

ADDRESS _____ ADDRESS OF LEAK (IF DIFFERENT): _____

DESCRIPTION OF PROBLEM / EMERGENCY: _____

DESCRIPTION: LEAK LOCATION ON STREET: BY SIDEWALK _____ MIDDLE OF STREET _____ OTHER _____

LEAK IS LOCATED CENTER OF STREET, IS WATER COMING FROM A ROUND COVER? YES _____ NO _____

WHEN WAS LEAK NOTICED? _____

IS THERE ANY CONSTRUCTION OUTSIDE HOME OR BUSINESS? YES _____ NO _____

CALL RECEIVED BY: PHONE _____ WALK IN _____ OTHER _____

REPORTED SENT TO: _____ DATE: _____ TIME _____

OFFICE ONLY
CONFIRMATION: WATER LEAK: _____ SEWER SPILL REPORT: _____ REPORT ID # (S- _____ W- _____)

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Attachment B – Sanitary Sewer Incident Report- SSIR-01

City of Greenfield	Sanitary sewer Response Plan	SSIR-01
SANITARY SEWER INCIDENT REPORT		

This Report is (CHECK ONE) Preliminary Final Revised Final

A. SPILL LOCATION			
Spill location Street and Number: _____ Street Flow Direction (N,W,S,or E): _____			
Nearest Cross Street: _____			
Spill Location Description: _____			
Location #2 (Street Name and Number): _____			
Location #3 (Street Name and Number): _____			
B. SPILL OCCURING TIME			
SSO Report to (Who received call): _____ SSO Reported by (Who Called): _____			
Estimated overflow began: _____ Time Agency Notified (time): _____			
Operator arrival time: _____ Estimated spill end time & Date: _____			
Weather conditions prior 72 hrs: () Sunny () Cloudy () measurable rain () Rain for several days			
C. SPILL DISCRITION			
Spill Appearance point: () Building or Structure () Pump Station () Manhole () Clean-out () Other sewer system structure () Other			
Did spill reach a gravity storm drain: () Yes () No			
If spill reached a gravity storm drain, was it fully captured and returned to Sanitary Sewer? () Yes () No			
If the spill was NOT fully capture and returned to sanitary sewer, does gravity storm water discharge to dedicated ground water percolation pond. () Yes () No			
Was spill from a private lateral? () Yes () No			
Final spill destination: () Building or Structure () Street/Curb Gutter () Storm drain () Other paved surface () Other unpaved surface () Other			
Estimated volume (in Gallons): _____ Method calculated volume: _____			
Estimated volume of SSO recovered (gal): _____ were photos taken of spill: () Yes () No			
D. CAUSE OF SPILL-PLEASE CHECK "PRIMARY" CAUSE OF SSO			
SSO cause (check "primary" cause)			
() Debris/blockage () Grease () Roots () Operator error			
() Pump station failure () Electrical power failure () Vandalism () Other (specify)			

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E. SPILL RESPONSE		
Spill response activities (check all that apply):		
<input type="checkbox"/> Clean up	<input type="checkbox"/> Restore flow	<input type="checkbox"/> Contained all/portion of spill
<input type="checkbox"/> Returned all / portion of spill to sanitary sewer	<input type="checkbox"/> Other (specify)	
Was any debris removed from location? (toilet paper, etc)		<input type="checkbox"/> Yes <input type="checkbox"/> No
Picture taken of cleanup activities.		<input type="checkbox"/> Yes <input type="checkbox"/> No
Restoration of effected area completed (Date and Time): _____		
Time &Date Reported to OES (Office of Emergency Services): _____ CAL-EMA # _____		
DRAWING OF SPILL: (street location)		
		
Spill Volume Estimated by:	Report Completed by:	Report Completed by (time & date):
Official Use only		
Spill ID #	Report Verified By:	

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>> END OF SOP >>

GPWUD-SOP-04
SSO Water Quality Monitoring Plan

SSO Water Quality Monitoring Plan

GWPUD-SOP-04

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 Standard Operating Procedure City of Greenfield		Document No. GPWUD- SOP- 04
Title: SSO WATER QUALITY MONITORING PLAN		Revision Number: new
Prepared by: Arturo Felix Public works Operations Manager	Approved BY:	Page: 1 of 3 Effective Date: September 1, 2020

1. PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to aid staff in prompt and responsible SSO response and is intended only as a condensed version of the Sanitary Sewer Overflow Response Plan (SSORP). The purpose of this SOP is to provide specific guidelines for Sanitary Sewer Overflow (SSO) notification, containment, clean-up and reporting.

2. SCOPE:

This procedure applies to the Greenfield employees responding to sanitary sewer overflows or spills.

3. Pre-Sampling

Step 1: Determine point SSO entered waterway.

Step 2: Photograph, map and mark the location for future sampling.

Step 3: Follow the instructions inside the kit and sample for Ammonia.

Step 4: Record the testing results.

4. Downstream Sampling

- Conduct downstream sampling first to avoid allowing pollutants to dissipate before sample can be obtained.

Step 1: Move 50'-200' upstream of point where SSO entered waterway.

Step 2: Photograph, map and mark the location for future sampling.

Step 3: Follow the instructions inside the kit and sample for Ammonia.

Step 4: Record the testing results.

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5. Upstream Sampling Step

Step 1: Move 50'-200' upstream of point where SSO entered waterway.

Step 2: Photograph, map and mark the location for future sampling

Step 3: Follow the instructions inside the kit and sample for Ammonia.

Step 4: Record the testing results.

6. Coliform Sampling

Step 1: Using the specific coliform sampling bottles, take a coliform sample upstream and downstream of the SSO area well away from the bank, preferably where water is visibly flowing.

- Follow the sampling points detailed in “Upstream Sampling” and “Downstream Sampling” of this SOP.
- There are two sets (each of six) of sampling bottles stored at the WWTP office.
- The bottles are sealed and contain an agent to deactivate the disinfectant in the water (white powder).

Step 2: Label the sample as a Coliform sample with the date, time, location and initials

Step 3: Place coliform grab sample in cooler, to be transported to Monterey Bay Analytical lab.

Step 4: Take the samples to MBAS and refrigerate as soon as possible. *f*

- The coliform test must be performed within six hours after the samples have been taken.

Step 5: You or your supervisor must notify the lab that a coliform sample test needs to be performed.

7. Deliver Samples to Lab

Step 1: Transport the cooler containing the samples and completed form the MBAS COC.

Step 2: Give samples to the lab personnel or operator on duty for placement into the lab refrigerator for analysis.

Step 3: Lab personnel will send notification to supervisor if a coliform violation is found.

Step 4: Results of the water quality testing will be uploaded to the CIWQS online spill reporting database.

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Element VII - Fats , Oils and Grease Control Program

Applicable General Waste Discharge Requirements for the Fats, Oil and Grease Control Program section of the Sewer System Management Plan state that the City shall evaluate its service area to determine whether a FOG control program is needed. The FOG source control program shall include the following as appropriate:

- a) An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG.
- b) A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area.
- c) The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG.
- d) Requirements to install grease removal devices (such as traps or interceptors), design standards for the grease removal devices, maintenance requirements, best management practices (BMP) requirements, record keeping and reporting requirements.
- e) Authority to inspect grease producing facilities, enforcement authorities, and determination of whether the collection system agency has enough staff to inspect and enforce the FOG ordinance.
- f) An identification of sewer system sections subject to FOG blockages and the establishment of a cleaning maintenance schedule for each section; and
- g) Development and implementation of source control measures, for all sources of FOG discharged to the sewer system, for each sewer system section identified in (f) above.

A. An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG.

The Division has determined that several business facilities (restaurants) use oils, grease or fats (lard) for food preparation. As such, a City FOG program is required and a plan to implement this program will begin during 2021.

B. A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area.

Currently all FOG disposal facilities are located in Salinas or Monterey area. Although the City does not provide pumping and hauling of fat, oils and grease, there are websites that include available haulers in Monterey County. Facility owners are encouraged to check the "CAL FOG" website for updates (see Appendix D).

C. The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG; The City Council amended the Municipal

Code on February 26, 2019, to establish Fats, Oils and Grease (FOG) pretreatment requirements for the City sanitary sewer system and adopted standard conditions for implementation of the program. The provisions require discharging facilities to install and maintain FOG control devices in compliance with State and local standards. In addition, the standard conditions require FOG permits for the installation of the devices and ongoing inspections to verify adequacy and proper maintenance.

D. Requirements to install grease removal devices (such as traps or interceptors), design standards for the grease removal devices, maintenance requirements, best management practices (BMP) requirements, record keeping and reporting requirements;

In addition to these goals, the FOG Control Program strives to help educate owners and employees of Food Service Establishments (FSE's) on the proper operation and maintenance of Grease Control Devices (GCDs) in an effort to keep FOG out of the City's sewer system and reduce the factors that may lead to Sanitary Sewer Overflows (SSOs). Part of the FOG Control Program consists of unannounced routine inspections to verify whether FSEs are following the City's FOG Program. The Appendix D contains the FOG (Fats, Oils and Grease) Control Program Informational packet for all new commercial business.

E. Authority to inspect grease producing facilities, enforcement authorities, and determination of whether the collection system agency has enough staff to inspect and enforce the FOG ordinance.

To support the FOG Control Program, the City adopted Municipal Code Chapter 13.28.285 – Fats Oils and Grease Control Program, which establishes the City's legal authority to inspect, regulate, and monitor FSEs and require these facilities to install and maintain grease control devices, such as grease traps and interceptors, in order to comply with the WDR Orders mentioned above. A brief summary of some of the items that will be inspected during routine inspections:

- a. Review of Best Management Practices used to reduce FOG.
- b. Inspection of Cleaning and Maintenance Records for your GCD (Grease Trap or Interceptor);
- c. Inspection of Grease and Solids levels in your GCD (Grease/Solids must be < 25% of total liquid depth in GCD);
- d. Inspection of GCD to ensure it is operating as designed.
- e. Review of improper use of emulsifiers (enzymes/degreasers) that may liquefy FOG and cause it to pass through your GCD and into the sewer system; and
- f. Proper disposal of yellow grease from deep fryers.

The City's Sewer Service ordinance (Greenfield Municipal Code, Chapter 13.28, "Sewer Service") requires installation of grease interceptors when deemed necessary by the City Engineer. All interceptors are sized per the 2013 California Plumbing Code (CPC) and with a capacity enough to produce effluent that meets City standards (100 mg/l Oil and Grease). All interceptors shall be in an easily accessible location for the purpose of cleaning and inspection and are required to be properly maintained.

A permit from the Building Division is required for installation of the grease interceptor. Plans are reviewed to ensure that grease interceptors are properly sized per CPC. The interceptor is inspected to ensure proper installation. Under the City's new FOG Program, all existing and new food facilities will be required to obtain a permit, will be inspected annually, and will be required to keep a grease interceptor maintenance log, which includes date and person or contractor conducting said maintenance. Receipts/logs for cleaning and interceptor maintenance must be on file for three years and available for City review.

The Sewer Service Code authorizes the City Engineer and the Public Works Director to inspect interceptors and sample wastewater discharge to ensure compliance with provisions of said Sewer Service Code. The City Engineer and Public Works Director is authorized to administer, implement, and enforce policies and standards necessary to protect the City's sewer facilities. Enforcement procedures include notice of violation, administrative compliance orders, cease and desist orders, termination of services, and civil and criminal penalties.

Supporting information for Element 7 is included in Appendix D

.

Element VIII: System Evaluation and Capacity Assurance Plan

The General Waste Discharge Requirements for the System Evaluation and Capacity Assurance Plan section of the Sewer System Management Plan are:

The City shall prepare and implement a Capital Improvement Plan (CIP) that will provide hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:

- a) Evaluation: Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs that escape from the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events.
- b) Design Criteria: Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria.
- c) Capacity Enhancement Measures: The steps needed to establish a short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, inflow and infiltration (I/I) reduction programs, increases and redundancy in pumping capacity, and storage facilities. CIP shall include an implementation schedule and shall identify sources of funding.
- d) Schedule: The City shall develop a schedule of completion dates for all portions of the capital improvement program developed in (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D. 14 [of the GWDR].

In 2016, Wallace Group prepared comprehensive master plans for the City of Greenfield's wastewater collection and water distribution systems (Appendix E). Since 2016, the City has experienced significant growth primarily in industrial land use areas. In addition, the city anticipates significant residential and commercial development on the north and south sides of the City soon. Although future development was anticipated and analyzed in the 2016 master plans, water demands, and sewer flows were based on land use and not on the actual anticipated developments. Therefore, the City would like to update the 2016 master plans to accurately reflect the newly constructed and newly proposed developments and develop an updated list of capital improvement projects.

Wallace Group is in the process of completing two new master plans (Water and Wastewater collections systems). Concurrent with these two masters plans the city also put out an RFP “Wastewater Treatment Plant Master Plan Update”. The Engineering Group of Carrollo was hired to complete this master plan by the fall of 2020.

Section IX. Monitoring, Measurement & Program Modifications

The General Waste Discharge Requirements for the Monitoring, Measurement, and Program Modifications section of the Sewer System Management Plan state that the City shall:

- a) Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities.
- b) Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP.
- c) Assess the success of the preventative maintenance program.
- d) Update program elements, as appropriate, based on monitoring or performance evaluations; and
- e) Identify and illustrate SSO trends, including frequency, location, and volume.

The City will comply with and implement the above WDR items a through e as part of the Division's maintenance operations in conjunction with Element #4 – Operation and Maintenance Program. This includes quantifying the performance and effectiveness to maintain the City's Sewer Collection System with respect to the following:

The indicators that the City will use to measure the performance of its wastewater collection system and the effectiveness of its SSMP are:

- ✓ SSO Rate (SSOs/100 miles/year).
- ✓ Number of SSOs for each cause (roots, grease, debris, pipe failure, capacity, lift station failures, etc.).
- ✓ Average SSO volume (gallons).
- ✓ Percentage of SSOs greater than 100 gallons.
- ✓ Percentage of SSOs reported as Category 1.
- ✓ Percentage of sewage contained compared to total volume spilled; and
- ✓ Percentage of total spilled sewage discharged to surface water.

Further, the City has been reporting SSOs through the California Integrated Water Quality System (CIWQS) since 2010. SSO data will be used to evaluate performance of the Division's maintenance operations on a bi-annual basis, e.g., fiscal year 2019 & 2020 SSO data will be evaluated in April 2021. Evaluations will be used to make necessary adjustments to the Division's preventative maintenance program and will be an integral part of the City's CIP Budget.

The City will evaluate the performance of its wastewater collection system annually using the performance measures identified above. The City will update the data and analysis in this section at the time of the evaluation. The City may use other performance measures in its evaluation. The City will prioritize its actions and initiate changes to this SSMP, and the related programs based on the results of the evaluation. Table 3 shows all the SSO's from the last Update to the SSMP in 2015.

Table 5: Historic Data on Sanitary Sewer Overflows 2010-2020

Spill Start	Category	Location	Spill Volume
2020-08-16 00:00:00	Category 3	412 CALAVERAS WAY	300
2020-07-14 00:00:00	Category 3	207 AVA STREET, GREENFIELD, CA 93927	300
2020-05-12 00:00:00	Category 3	501 Maple avenue, Greenfield, Ca.	10
2019-12-26 00:00:00	Category 1	412 calaveras	750
2019-08-28 00:00:00	Category 3	Greenfield	500
2019-06-24 00:00:00	Category 3	637 St Christopher Lane and 641 Vasquez Avenue	150
2019-05-29 00:00:00	Category 2	938 Apple Avenue	3375
2019-04-21 00:00:00	Category 3	Greenfield	300
2019-03-01 00:00:00	Category 2	774 McDonald Way	4500
2018-03-03 00:00:00	Category 3	Calaveras Way	360
2018-01-24 00:00:00	Category 3	santa lucia shopping center	300
2017-03-14 00:00:00	Category 2	635 Saint Christopher	1000
2016-11-15 00:00:00	Category 3	598 el camino real	300
2016-08-16 00:00:00	Category 3	1081 Apple Avenue	600
2016-07-23 00:00:00	Category 2	633 St. Christopher	1500
2016-07-21 00:00:00	Category 2	637 Vasquez Avenue	3000
2016-06-30 00:00:00	Category 2	639 Saint Christopher	1200
2016-04-26 00:00:00	Category 2	842 Vasquez Avenue, greenfield ca	35000
2015-10-28 00:00:00	Category 2	644 VAZQUEZ AVENUE	15000
2015-10-26 00:00:00	Category 3	644 Vazquez Avenue	525
2015-08-13 00:00:00	Category 2	641 St. Christopher	1500
2015-02-01 00:00:00	Category 3	PVS MH-2 (261 PALO VERDE)	750
2015-01-11 00:00:00	Category 3	AVA STREET	150
2014-12-26 00:00:00	Category 3	312 Larson Lane, Greenfield ,ca	200
2014-03-16 00:00:00	Category 3	Apple & Larson Lane	225
2014-03-15 00:00:00	Category 2	Hutchinson & Apple	1500
2013-05-06 03:45:00	Category 1	Santa Lucio Shopping Center	250
2013-04-15 00:00:00	Category 3	Got-MH-14	50
2013-02-27 00:00:00	Category 1	walnut and tenth	1500
2012-12-31 00:00:00	Category 1	598 El Camino Real	2000
2012-11-18 00:00:00	Category 1	341 st. Christopher	750
2012-10-19 00:00:00	Category 3	PVS-MH-5	100
2012-09-22 00:00:00	Category 3	AMA MH-2	80
2012-09-15 00:00:00	Category 3	Greenfield Wastewater Treatment Plant	20
2012-07-03 00:00:00	Category 3	AMA MH-2	25
2012-05-07 00:00:00	Category 3	walnut and tenth	50
2012-02-27 00:00:00	Category 3	347 8th Street	5
2012-02-26 00:00:00	Category 3	Walnut and Tenth (PVS MH-4)	100
2012-02-20 00:00:00	Category 3	Walnut and Tenth (PVS MH-4)	150
2012-01-25 00:00:00	Category 3	Greenfield Watsewate Plant	20
2012-01-18 00:00:00	Category 3	412 Calaveras Way	400
2012-01-18 00:00:00	Category 3	418 Calaveras Way	400
2011-11-15 00:00:00	Category 3	940 Apple Avenue	5
2011-07-28 09:42:00	Category 3	La Prenea Market	50
2011-11-15 00:00:00	Category 3	apple avenue	10
2011-10-16 00:00:00	Category 3	Got FI-25	20
2011-08-19 00:00:00	Category 3	Santa Lucia Shopping Center	50
2011-07-28 09:42:00	Category 3	la prinsesa market planter	50
2011-01-02 00:00:00	Category 3	Passek Industries	100
2011-02-05 00:00:00	Category 3	412 calaveras way	200
2011-01-02 00:00:00	Category 3	328 Maple Avenue	100
2010-12-28 00:00:00	Category 3	328 Maple Avenue	100
2010-12-13 00:00:00	Category 3	354 Oak Avenue	50
2010-08-16 00:00:00	Category 3	MH 136	50

SSMP Updates

The City first adopted its SSMP in 2009, updated it in 2014, and now in 2020 to reflect standard operating procedures, data, and inventory. The City will update its SSMP at least every five years. The City will determine the need to update its SSMP more frequently based on the results of the semi-annual audits and the performance of its sanitary sewer system.

The Operations Manager has authority to approve minor changes such as employee names, contact information, or minor procedural changes. The City will certify that it has completed the annual audit using the CIWQS on-line system. Copies of the current SSMP document will be available to all interested parties at the City of Greenfield Civic Center, 599 El Camino Real, during normal business hours.

This SSMP is also available on the City's website at www.ci.greenfield.ca.us.

Section X: Program Audits

The GWDR requirements for Program Audits section of the Sewer System Management Plan state that the City shall:

Conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the City's compliance with the SSMP requirements identified in this subsection (D.13 [of the GWDR]), including identification of any deficiencies in the SSMP and steps to correct them.

This section outlines the auditing method that the City will follow to evaluate the effectiveness of the SSMP and to identify updates that may be needed for a more effective program.

Beginning in July 2020, and every two years thereafter, the PW Director will audit the effectiveness of all elements of this SSMP. The Public Works Director will document audit findings and recommend changes to the SSMP in a written report to the City Manager and City Council. The audit reports will be kept on file and made available to the public upon request. Minor changes to the SSMP, such as changes to the operation and maintenance element, will be made at the staff level. Significant changes, such as changes to legal authority, must be reviewed and approved by the City Council. The latest version of the SSMP is available at the City's web site noted in Element 11, Communications Program.

The City's website (www.ci.greenfield.ca.us) is used to keep the public informed of its activities. Typical information available on the website includes general information about the City (including its wastewater collection system), City regulations, ordinances and codes, permit forms, community links, and general water education information. The website also serves to update the public on the City's construction projects and as a tool to convey any late-breaking news. Contact information for the City as well as individual staff members is available on the website. Viewers can also contact the City directly via an e-mail web-link on the website. The Public Works Department will use social media like Facebook & Twitter to form the residence of Greenfield with the latest news and updates.

As described in this Plan, the City reports SSOs electronically to the California Integrated Water Quality System (CIWQS). The electronic SSO data, as well as information regarding regulatory actions, is available at:

http://www.waterboards.ca.gov/water_issues/programs/ciwqs/publicreports.shtml.

A copy of the adopted SSMP document is available to the public at the City of Greenfield, Public Works Department (Administration Office) at 599 El Camino Real during normal business hours or on the internet. Interested parties can contact the Public Works Department for additional information at 831.674.2635.

Section XI: Communication Program

WDR Requirement: The City, “shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented. The Enrollee shall also create a plan of communication with systems that are tributary and/or satellite to the Enrollee’s sanitary sewer system.”

The City will communicate on a regular two tear basis with the public on development, implementation, and performance of its SSMP. Communication will be by way of an Agenda Report at a City Council Public Hearing. The Public Hearing will be noticed in the local newspaper and on the City's website and will provide an opportunity for public comments.

The City’s maintains a website (www.ci.greenfield.ca.us.) will be used to inform the public about its activities. Typical information available on the website includes general information about the City (including its collection system), city regulations, ordinances and codes, permit forms, community links, and general water education information. The website also serves to update the public on the City’s construction projects or as a tool to convey any late-breaking news. Contact information for the City as well as individual staff members is available on the website. Viewers can also contact the City directly via an e-mail web-link on the website.

A PW Facebook page and twitter accounts will also be used for public outreach and to educate the public with SSMP issues.

Flyers will also be included with customer bills.

The SSMP is located under "SEWER" in Public Works Department under the main menu "City Department".

2020 Sanitary Sewer management Plan update Record of Changes to the SSMP

Section E.3 of the Monitoring and Reporting Program for the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SWRCB Order No. WQ 2013-0058-EXEC) requires the City to maintain a record of changes to the SSMP for a minimum of five years, and the record of changes must be available for review by the State Water Resources Control Board during onsite inspection or through information request. The following is an excerpt of the new requirement:

Records documenting all changes to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.

The following table summarizes the changes to the SSMP since its last certification.			
Date	Description of Update	SSMP Element	Authorized By
7.28.2020	hired J. Alves,for Public Works Director Consulting service	E2, TAbLe1	Paul Wood
2.10.2021	Desiree Gomez, New appointment as Public Works Office Technician	E2, Table 1	A. Felix
3.25.2021	Public Works Office Tech added to distribtuion list	Page 5	A. Felix